

Troubleshooting

Issue	Solution
I cannot log in or I forgot my password.	Contact your IT administrator.
There are no classes listed in the sidebar.	There are no classes assigned to the teacher that is currently logged in. Contact your IT administrator.
A class does not contain any devices.	There are no devices assigned to this class. Contact your IT administrator.
The Focus Class on App and Clear Passcodes buttons are not available.	The class is scheduled for a different meeting time. Try again during the scheduled meeting time, or contact your IT administrator if the meeting time needs to be changed.
I cannot focus a student device on an app.	The device is not running iOS 6 or later, and/or the device is not supervised by Apple Configurator. Contact your IT administrator.
I cannot focus my teacher device on an app.	This is by design, to ensure that you have full use of your device.
The app I want to focus devices on is not displayed in the list of apps.	The app has not been added to the Mobile Device App Catalog in the Casper Suite. Contact your IT administrator.
The focus was removed from devices even though I did not remove it.	Focus automatically times out when the scheduled class time ends. Contact your IT administrator if additional time needs to be scheduled for the class.