

Troubleshooting Tumblebooks

Tumblebooks on the iPad has to use the **mobile** site. If a student does not hit the correct answer in the popup that asks them which site to use, there are ways to identify and troubleshoot it.

To tell if iPad is on Mobile Site



If it Continuously Goes to the Wrong Page

There is a cookie stuck in there telling it not to use the mobile app.

- 1) Make sure the app is not running in memory by dbl clicking the home button and closing all open apps.
- 2) Then go into Settings > Safari > click Clear History > then click Clear Cookies and Data.
- 3) Go back into the Tumblebooks site and it should work.