Members Guide to iPad Device Passcode Management

This guide covers how to:

- Reset your iPad passcode
- Change your iPad passcode
- Set up facial ID

How to reset your iPad passcode

At present the only way for Members to gain access to their iPad if they have forgotten their passcode is to contact the ICT Service Desk who can assist to gain access again. In most cases this can be done remotely without the need to visit the Civic Offices.

You can contact the ICT Service Desk via telephone, Monday – Friday, 8am – 6pm on 01992 564888.

Be Aware

If you enter the passcode incorrectly 6 times, this then factory resets the device and you have to set up all of the applications and Outlook again as if it is for the first time. Therefeore it is suggested that if you have made 3 failed attempts to enter the device, speak to the ICT Service Desk for help.

How to change your iPad passcode

1. Click the settings App on your iPad



2. From the list of settings on the left side of the screen, click Face ID & Passcode. You will be prompted to enter your current passcode.



3. You can then click 'change your passcode' and following the instructions on the screen. You will be asked to enter your current passcode, and then enter the new passcode which you would like it to be set to.

16:53 Tue 1 Feb		? 97% (
Settings	Touch ID & Passco	de
Sign in to your iPad Set up iCloud, the App Store and more.	M	
Airplane Mode	USE TOUCH ID FOR:	
Wi-Fi BTHub6-CX5G	iPad Unlock	
	iTunes & App Store	
	Wallet & Apple Pay	
	Password AutoFill	
Notifications	FINGERPRINTS	
Sounds	Finger 1	>
C Focus	Add a Fingerprint	
Screen Time		
	Turn Passcode Off	
General	Change Passcode	
Control Centre		
AA Display & Brightness	Require Passcode	Immediately >
Home Screen & Dock	ALLOW ACCESS WHEN LOCKED:	
(i) Accessibility	Today View and Search	
Siri & Search	Notification Centre	
Apple Pencil	Control Centre	
Touch ID & Passcode	Home Control	
Battery	Return Missed Calls	
Privacy	USB Accessories	

4. Enter your old/current passcode.

	Change Passcode						Cancel	
	En	iter y	our o	ld pas	scode	Э		
()	0	0	0	0	0		

5. You can now enter the new passcode. If you wish to make your passcode a mixture of numbers and letters, you can click 'passcode options' and then click 'custom Alphanumeric Code'.

Change Passcode	Cancel	Change Passcode	Cancel
Enter your new passcode		Enter your new passcode	
000000		0 0 0 0 0 0	
		Passcode Options	
Passcode Options			
		Custom Alphanumeric Code	>
		Custom Numeric Code	
		4-Digit Numeric Code	
		Cancel	

6. Enter your new passcode and click next. You have now reset your password.



How to set up Facial ID

- 1. Go to Settings and click Face ID & Passcode. If asked, enter your passcode.
- 2. Click Set Up Face ID.
- 3. Make sure you're holding your device in portrait (vertical) orientation, position your face in front of your device, and tap Get Started.
- 4. Position your face inside the frame and gently move your head to complete the circle. If you're unable to move your head, tap Accessibility Options.
- 5. When you've finished the first Face ID scan, tap Continue.
- 6. Gently move your head to complete the circle for a second time.
- 7. Tap Done.

To choose features that you want to use Face ID with or to reset Face ID, go to Settings > Face ID & Passcode.

