

Some families have encountered a problem when downloading paid apps provided by the school. If you get the following message, please follow the steps below to download the apps causing the issue.

Problem: When I try and install a paid app emailed from school I get a message saying the app has already been redeemed. The app does not appear on my iPad.

To download apps that are giving this message follow these steps.

1. On the home screen on the iPad tap on the **App Store** to open it. If the App Store is not showing on the iPad then you may have set Install Apps to OFF in Restrictions. Turn this back to ON to make the App Store visible and allow apps to install.



2. At the bottom of the App Store screen, tap on **Purchased**.



3. A list of the apps that have been purchased against **the Apple ID** are listed (if you are sharing an Apple ID this may include apps installed on other devices). Those apps that have not been downloaded onto **this iPad** will have a cloud symbol with an arrow next to the app. If there is an Open or Update next to the app then it is



installed on the iPad already.

4. **IF THIS IS AN APP THAT YOU WANT ON THIS IPAD** then tap on the arrow to install the app.

Be aware that if you are sharing an Apple ID then apps may appear that you do not want on your child's iPad. Choose carefully which apps to install.