



Automatic iOS/iPadOS Updates

This document will answer frequently asked questions by fellow users about automatic iOS/iPadOS updates. If you have a questions that are not addressed here please contact the support desk for assistance.

1. What is the difference between automatic updates with Intune and updates available in settings?

- Automatic iOS/iPadOS updates are pushed out to Apple devices to patch a security issue, resolve an operating system issue, if a device falls too far behind on updates or for technical staff to test.
 - This type of update happens in the background and will only notify you as needed. You do not need to go to settings for automatic updates with Intune.
- Software updates in your device settings are delayed to reduce impacts to your device and allows technical staff time to test.
 - You can update your device any time there is one available in settings.
 - Go to Settings > General > Software Update.
 - Your device can update automatically overnight while it's charging:
 - Go to Settings > General > Software Update.
 - Tap Automatic Updates, then turn on Download iOS Updates.
 - Turn on Install iOS Updates.

2. What can I do to help my device update?

- Be patient - it may take several days as it completes the updates in steps.
- Plug it in overnight – it needs at least 50% battery life to install updates.
- Connect to a trusted Wi-Fi overnight.
- If prompted, enter your passcode, and select install now.
 - If you are in the middle of something you can choose to install later.
Please note updates are important for keeping your device secure. Be sure to install the update next time you are prompted.

3. How do I know my devices is installing the update and can I unplug it or disconnect from Wi-Fi?

- If you see the blue home screen and able to work as normal on your device it is not installing the update yet and can be unplugged or disconnected if needed.
- The device is actively installing an update when you see a dark screen with the Apple logo and a progress bar. Please note it may reboot more than once.
- It is not recommended you unplug, power off or disconnect from Wi-Fi during the install as it may interrupt the update and require assistance from the support desk.

4. My device is not updating or it is stuck on the install screen – what do I do?

- Contact your support desk so they can help troubleshoot why your device might not be updating after waiting several days or steps you can try to help your device if it gets stuck.