

My Erickson/Touchtown recently had an upgrade and (Apple) iPhone and iPad users have experienced log in issues. This guide can help you walk through the process of updating the iOS.

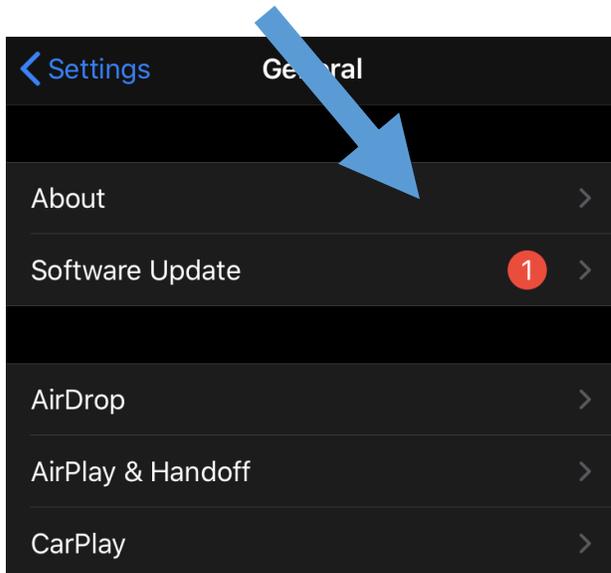
Step 1 - Check Current iOS and Device

Make sure resident is connected to Wi-Fi and has their Apple ID and password to Apple ID Available

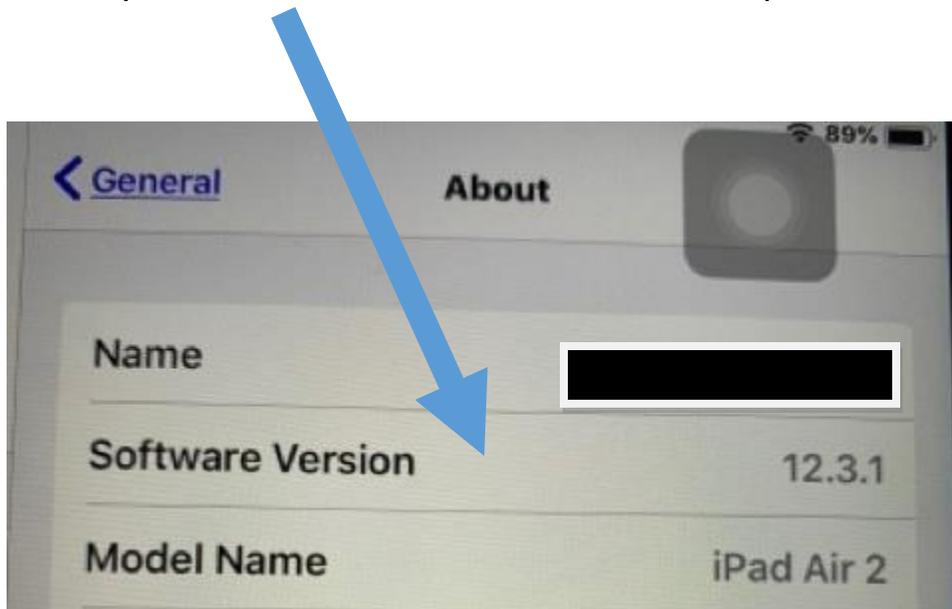
- Connect to Wi-Fi
- Tap Settings



- Tap About Me



- Look for the Software Version and Model Name. If the software version (iOS) is 12.4.8 the resident will need to update to 13.0. If it is any other version - even older Do Not Update.



If the device is listed below the resident will need to update to 13 from 12.4.8. Please follow the directions in this guide. If the device is Not listed below and the resident is on 12.4.8, the resident will be unable to update to 13 and they can access My Erickson through their web browser (Safari) at myerickson.erickson.com until IT can resolve the issues. (Or from your web browser on a desktop / laptop computer)

List of iOS 13 Compatible iPhones

iOS 13

- iPhone 11, iPhone 11 Pro, and iPhone 11 Pro Max
- iPhone XS and iPhone XS Max
- iPhone XR
- iPhone X
- iPhone 8 and iPhone 8 Plus
- iPhone 7 and iPhone 7 Plus
- iPhone 6s and iPhone 6s Plus
- iPhone SE
- iPod touch (7th generation)

List of iOS 13 Compatible iPads

iPadOS

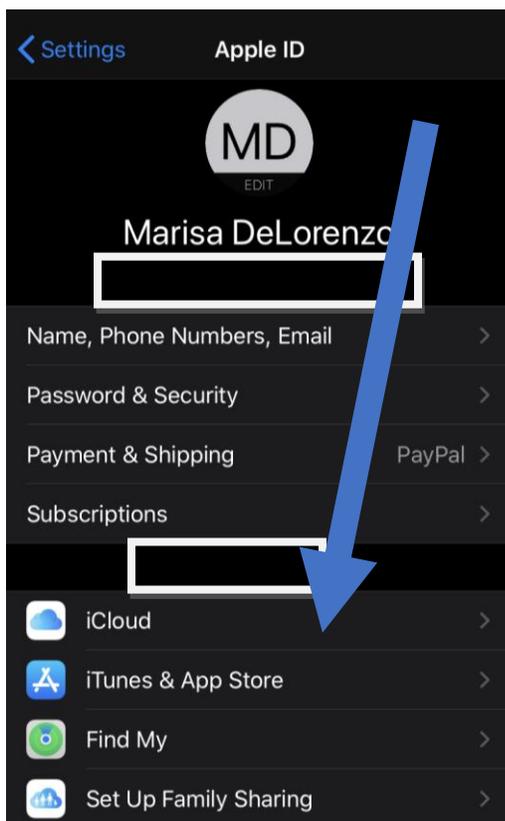
- 12.9-inch iPad Pro
- 11-inch iPad Pro
- 10.5-inch iPad Pro
- 9.7-inch iPad Pro
- iPad (7th generation), iPad (6th generation), and iPad (5th generation)
- iPad mini (5th generation)
- iPad mini 4
- iPad Air (3rd generation)
- iPad Air 2

If the device is on the list, the next step will be to Back up the device prior to updating.

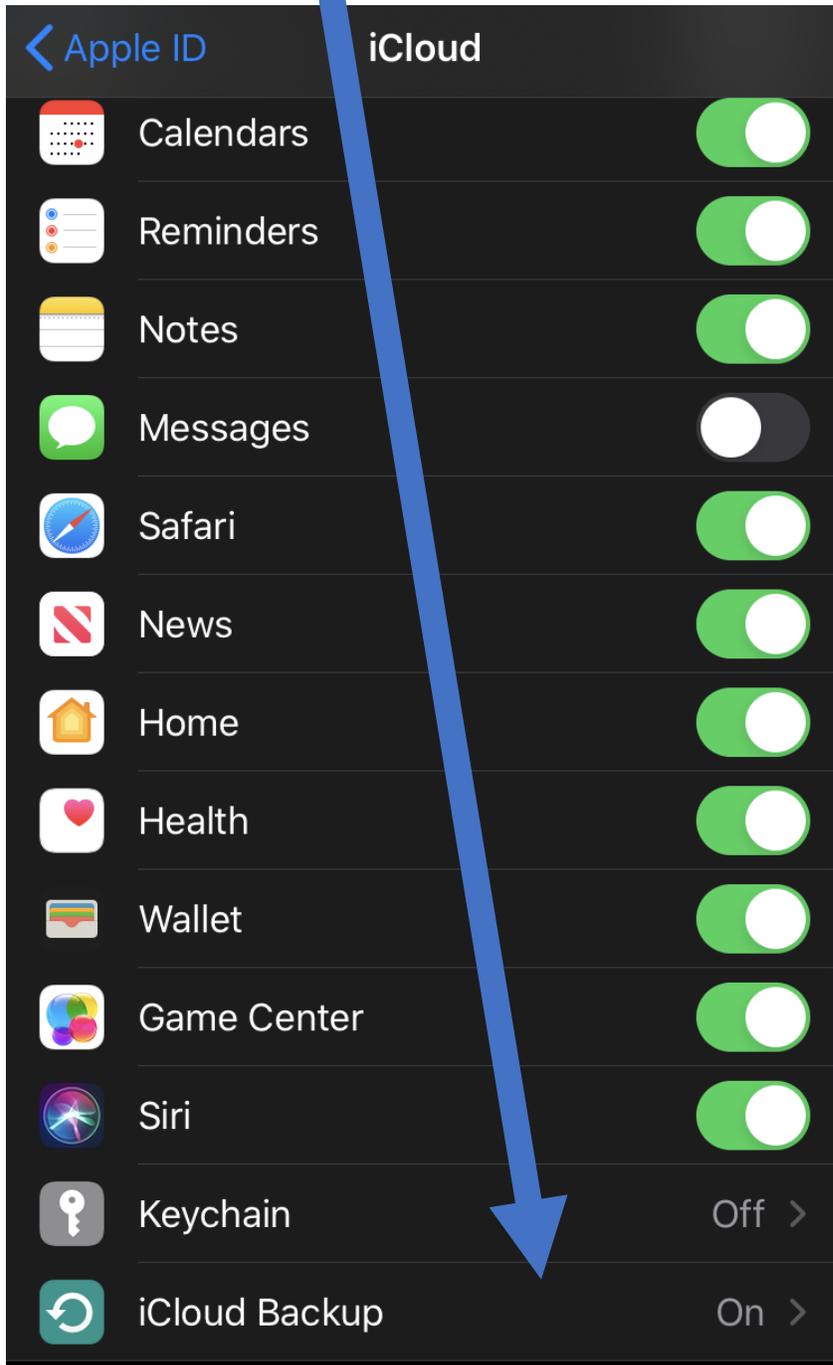
Step 2 - Back up to iCloud

Plug device into power and connect to Wi-Fi -this process may take up to 1 hour, please make sure resident can have device plugged in and on Wi-Fi for the entire process. Please make sure Resident has Apple ID and password to Apple ID prior to beginning this process.

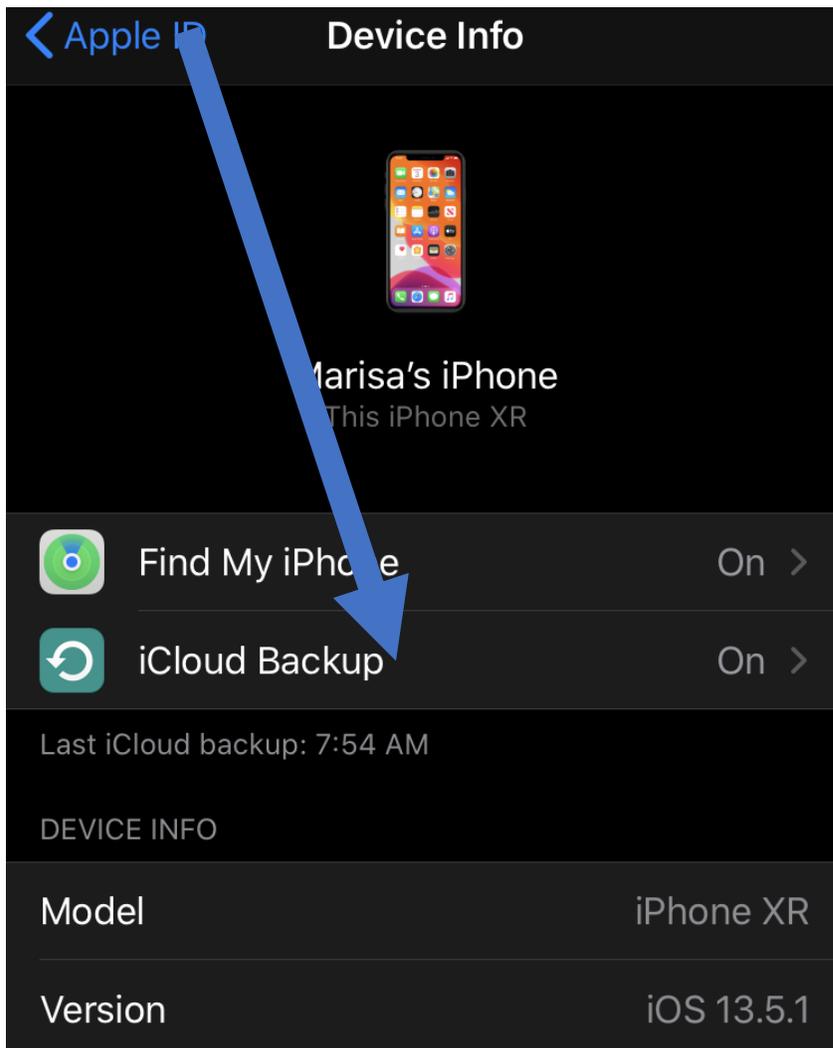
- Find Name and tap iCloud



- Tap iCloud Back up



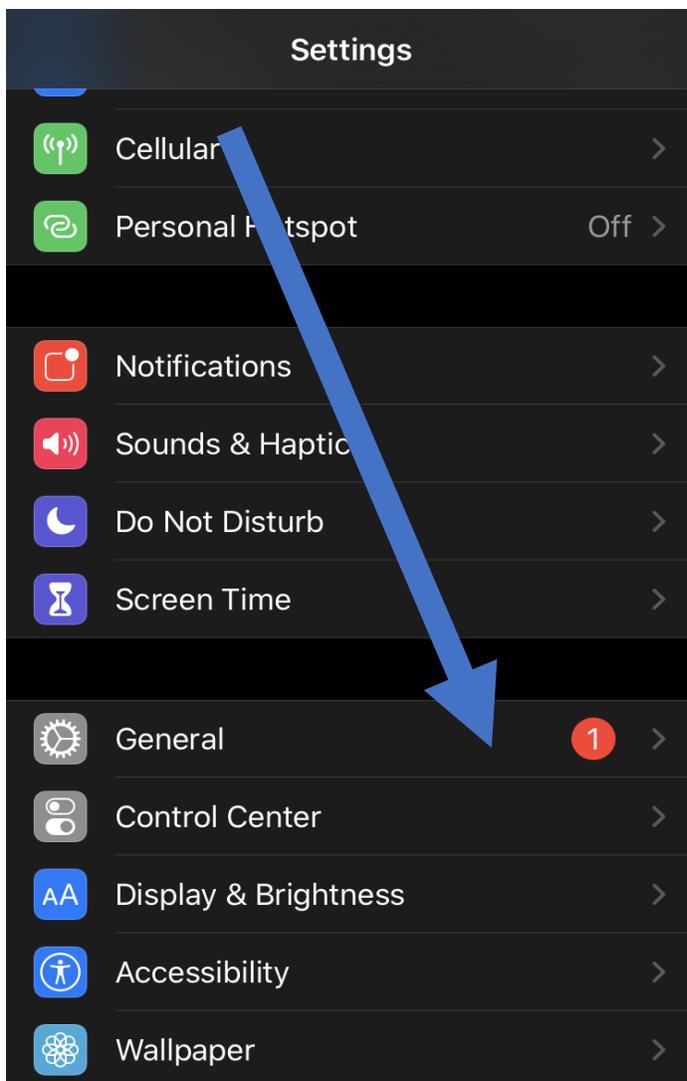
- Tap Back Up Now. Make sure to stay connected to Wi-Fi until complete.



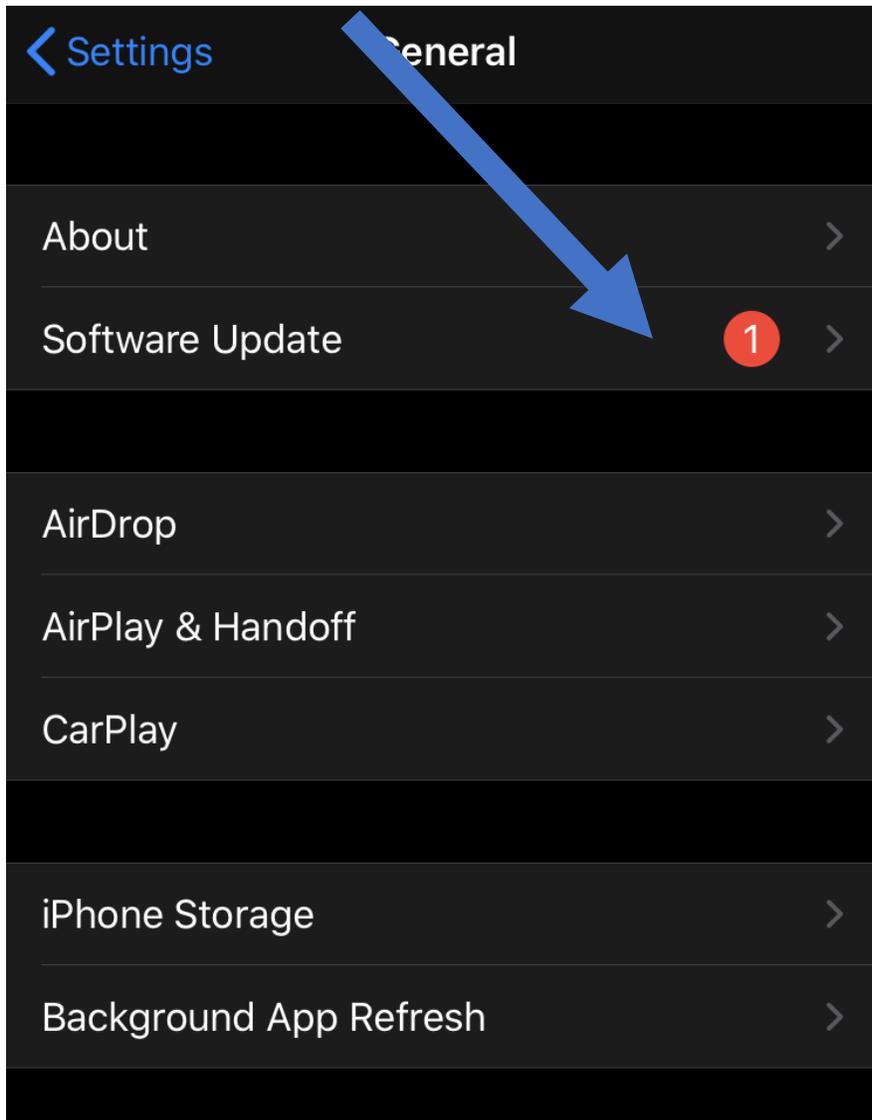
Step 3 Update to new iOS

Plug device into power and connect to Wi-Fi -this process may take up to 1 hour, please make sure resident can have device plugged in and on Wi-Fi for the entire process. Please make sure Resident has Apple ID and password to Apple ID prior to beginning this process.

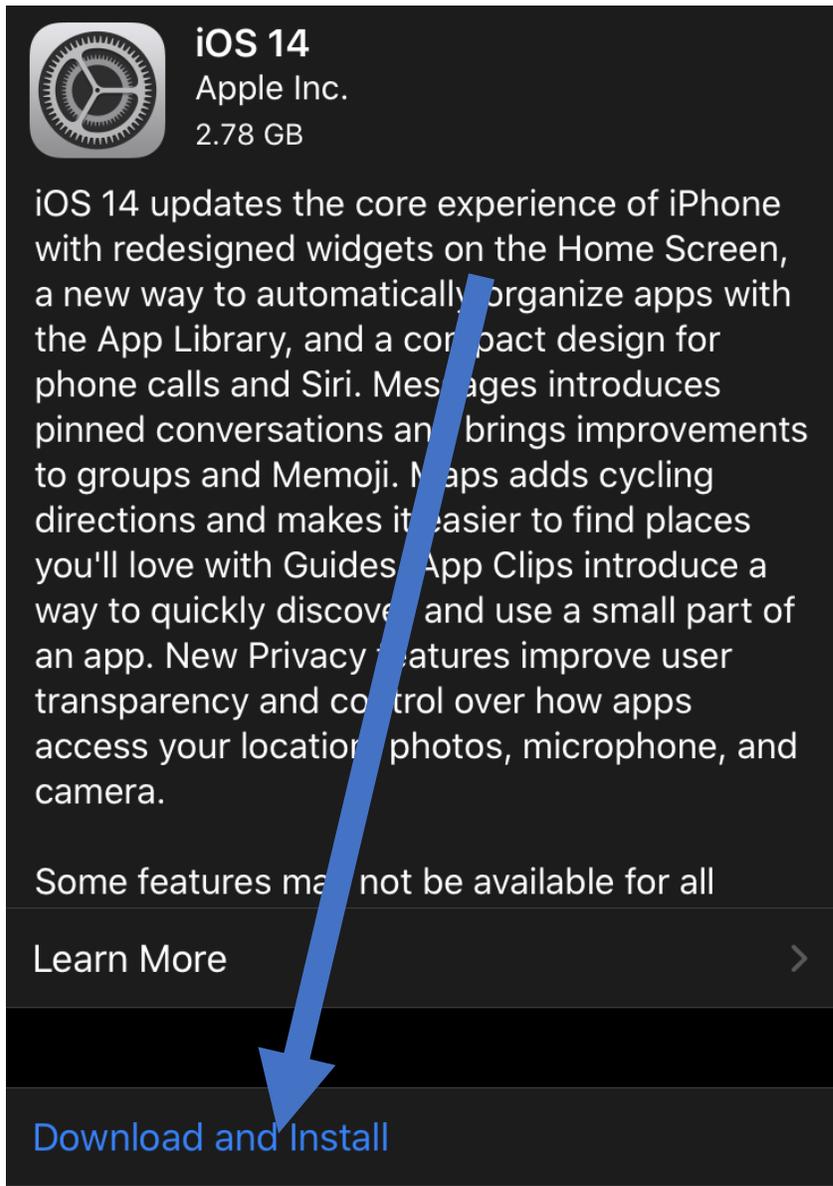
- Return to Settings - See above if unclear
- Tap General



- Tap Software Update



- Tap to Download and Install



 **iOS 14**
Apple Inc.
2.78 GB

iOS 14 updates the core experience of iPhone with redesigned widgets on the Home Screen, a new way to automatically organize apps with the App Library, and a compact design for phone calls and Siri. Messages introduces pinned conversations and brings improvements to groups and Memoji. Maps adds cycling directions and makes it easier to find places you'll love with Guides. App Clips introduce a way to quickly discover and use a small part of an app. New Privacy features improve user transparency and control over how apps access your location, photos, microphone, and camera.

Some features may not be available for all

[Learn More](#) >

[Download and Install](#)

Step 4 - Have resident Log into App

If all of this does not solve the problem and the resident is still having problems. Try to have the resident log in with a desktop or from the web browser on their iPhone or iPad or Desktop computer.