

**Problem**

An app has been downloaded to the iPad via iTunes on a computer but the app is not displayed on the iPad.

OR

An app has been downloaded to the iPad but after I make a change to the 'Allow Apps Rated' setting under Restrictions on the iPad, the app is no longer visible.

OR

I am trying to download an app from the App Store onto my iPad but the Purchase/Free button on the app is greyed out.

**Possible Solution**

Apps have age ratings associated with them eg 4+, 9+, 12+, 17+. You can set a restriction on the iPad to only allow apps of a certain age rating. If an app is rated at 12+ and the restriction is set on the iPad to only apps rated up to 9+ then the app will not appear on the iPad, or the Purchase/Free button will be greyed out in the App Store.

The solution is to increase the app age rating on the iPad. As parents should have control over the AppleID password, parents can determine what apps are appropriate to install onto the iPad without needing to rely on this restriction.

1. Tap on Settings
2. Tap on General in the left hand column.
3. In the right hand window tap on Restrictions and enter the restrictions passcode that you have set previously.

4. Scroll down to find the Apps setting under 'Allowed Content'. Tap on this.



5. Choose an appropriate value for the setting that will also allow the app to install.



6. The app should now be visible on the iPad or available for download from the App Store.