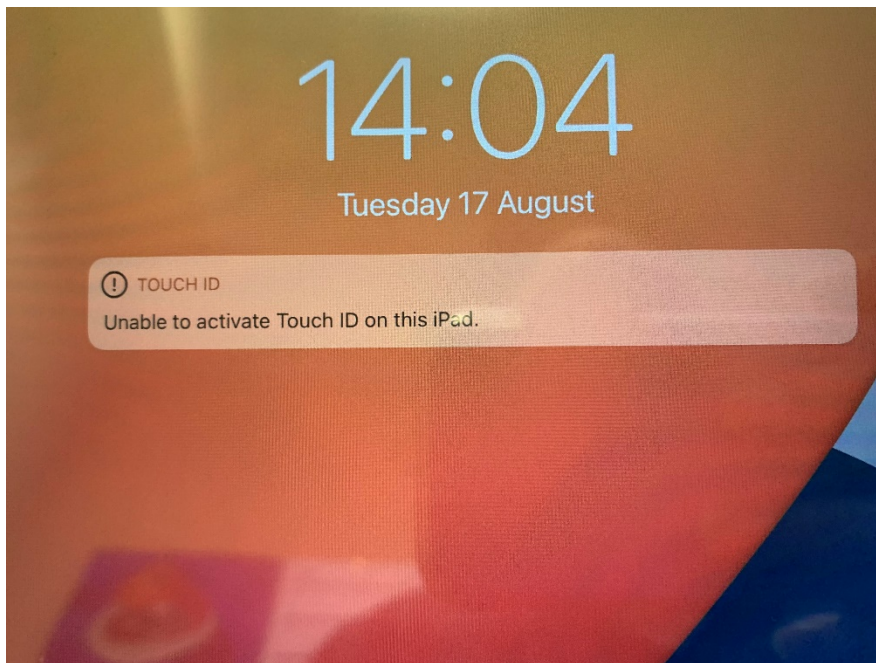


iPad Hardware Repairs

Touch ID / Fingerprint Sensor

- Following any hardware repair which involves the replacement of the iPad home button this will result in the Fingerprint Sensor / Touch ID functionality being lost
- iPads that have this repair carried out will then display the following on screen error message following any full restart:



- This is completely expected so please **do not** raise this as an additional fault with TSS as there is no way to prevent this “error” from being displayed due to the way that the Apple hardware is configured
- GCC does not currently support the use of the Fingerprint login functionality therefore these repaired devices will still be able to be used - any new user of the device should be advised accordingly
- If the biometric / fingerprint login functions are introduced for use within GCC in the future then any repaired device would need to be replaced at that time