KINDERGARTEN READINESS ASSESSMENT
Addressing the Apple iPad 405 Error Message

Some Apple iPad users have received an Error 405 message when attempting to use the KRA app on their device. The error could be the result of one of the following:

Unsupported iOS Version

The current version of the KRA App (v 3.4) requires **iOS 6.0 or later.**

On the iPad follow this path to locate the iOS version:

Settings / General / About / Version

Older App Version

Users must use **version 3.4** of the KRA app. If the app was used last year but was not updated for this current assessment period, then it is possible to receive the 405 error message.
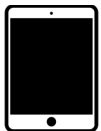
To identify the app version:

iOS 9 and Higher
Settings / General / Storage and iCloud usage / Manage Storage /KRA app

iOS 8
Settings / General / Usage / Manage Storage / KRA app

iOS 7
Settings / General / Usage / KRA app

Unsupported iPad

The KRA App (v 3.4) requires an **iPad 2 or later** device. Click this link to identify your iPad version.

https://support.apple.com/en-us/HT201471

If none of these are the cause, please click the link to submit a help desk ticket with the following additional information to troubleshoot (teacher name, teacher email address, iPad version [device and iOS] and the version number of the app). **https://www.ohio-k12.help/kready/**

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