

### **Reset your NYC DOE iPad**

1. Open the Settings app.
2. Tap General, located on the left hand side of the Settings menu.
3. Tap Erase.
4. Tap Erase All Content and Settings.
5. Allow your iPad to reset.

**After your iPad has been reset**

Once your iPad is reset, you will be prompted to set it up again. When following the prompts:

1. Select your language and country (you must select the United States).
2. Choose Set up Manually.
3. Select a WiFi network (if you don’t have WiFi, scroll to the bottom of the list and tap Use Cellular Connection).
4. Give the iPad a few minutes to activate and configure.
5. The screen will say Remote Management. When this happens, tap Next in the upper right corner.
6. You will see a message saying Installing Configuration from the NYC Department of Education.
7. Allow 30-40 minutes for all applications to download and refresh.
8. Test your internet connection by going to[www.schools.nyc.gov](http://www.schools.nyc.gov/).

**If you have a DOE-loaned iPad, we have important updates for you. To ensure your iPad is ready for use this fall, you must take the following actions before the first day of school:**

**1. Turn on your iPad.**

If your iPad has been turned off all summer, you must turn it on and charge it, if needed.

**2. Reset your internet connection.**

To do this, turn Airplane Mode on and off:

1.     Tap the Settings app.

2.     Find the Airplane Mode button.

3.     Turn Airplane Mode on for ten seconds (the button will turn green).

4.     Turn Airplane Mode off and wait until your iPad reconnects to the internet. When it’s connected, you will see the connected icon at the top of your screen.

5.     Test your internet connection by going to [schools.nyc.gov.](https://www.schools.nyc.gov/)

**3. Update Zscaler.**

Zscaler is a content-filtering application that ensures your child uses the internet safely and in accordance with the DOE’s safety policy. Updating the app is easy:

1.     Tap the Zscaler icon.

2.     Once open, Zscaler will automatically sign you in and register your device.

3.     Wait for the “Service Status” to say “ON”. This can take up to a minute.

4.     Close Zscaler.

**4. Sign into the Learn at Home app.**

This is a DOE app that allows you to access remote learning tools and to receive important notifications from the DOE. To sign in:

1.     Tap the Learn at Home app icon on the main screen.

2.     Sign in with your child’s @[nycstudents.net](http://nycstudents.net/) username (the part before the ‘@[nycstudents.net](http://nycstudents.net/)’) and password.

**5. Enable your iPad’s hotspot.**

Good news! Your iPad is now a hotspot. This means other people can connect their device to your iPad’s internet. You just have to enable the right settings:

1.     Tap the Settings app.

2.     Find the Personal Hotspot button and tap it.

3.     Select Allow Others to Join.

4.     Other devices can now connect to your iPad’s hotspot.

As a reminder, the hotspot connection is only to be used for remote learning.

**Need help?** Contact the DOE Service Desk at 718-935-5100 or [open a ticket online](https://servicecenter.nycenet.edu/CherwellPortal/IT?_=453b3686#0).