

If your internet is NOT working on your DOE iPad please follow the steps below. Please note that **YOU WILL LOSE anything that is saved on the iPad**

Erase All Content and Settings

If you have tried everything else and cannot fix issues with applications or severed/limited internet connectivity for an iPad, you can use the Erase all Content and Settings option, which will put the iPad back to its original settings.

To do that:

- Tap Settings from the home screen
- On the left hand side of the settings menu, tap General
- Then find and tap Erase All Content and Settings
- You will see the prompt Erase iPad – this will delete all media and data and reset all settings
- Tap Erase and wait for the iPad to reset
- Once the iPad resets:
- Select your language
- Tap United States
- Tap Set up Manually at the bottom on the screen
- Select WiFi
- Give the iPad a few minutes to activate and configure
- When the screen says Remote Management, tap Next in the upper right corner
- You will then see the message Installing Configuration from the NYC Department of Education
- Allow 30-40 minutes on cellular or 15-20 on WiFi for all the applications to download and refresh
- Turn airplane mode on for 30 seconds then turn back off
- Click Zscaler app let it load and turn on

That is it, you should be all set!