Z-Connect/Michigan Virtual iPad Setup & Troubleshooting

Q: The iPad is at a White Screen that says Remote Management, what do I do?

A: **K-5 Students ONLY**: log in using following
          Username: rooipad (it's ok if you aren't a Roosevelt student)
          Password: Rooipad4zps (Capital R only)

      6-12 Students ONLY:
          Username: (Your Student #, not email) ex) 1234567
          Password: (3 Digit birth Month, capitalized + birth Day + birth Year)
                ex) Jul42004 or Dec252005

Q: How do I get my email to work?

A: **K-5 Students ONLY**:
          Open the Mail app (blue icon with envelope) click "Google"
          Username: whole email address (student#)@stu.zps.org
          Password: zpskids (all lowercase)
      6-12 Students ONLY:
          Go to Settings - Passwords & Accounts
          On the right, choose your email account, then re-enter password.
          Login with your email address and Birthday password (ex Jul42004)
      ALL Students:
          You can use gmail.com in Safari and log in with your entire email address and
          password as a workaround if the above doesn't work for you.

Q: What is my Apple ID Username/Password?

A: You should not need your Apple ID, all of our apps are in the App Portal and don't require an Apple ID to use. If your teacher needs you to use an Apple ID for class, you can request a password reset by emailing bprenger@zps.org
If your device is asking for an Apple ID Password go to Settings - click your AppleID and log out.

Q: How do I install apps?

A: Go to the Red 'App Portal' icon. It will load a list of apps, you can search or scroll through to find the app(s) that you need. The search function is sometimes not super accurate, so don't be afraid to scroll.

Q: The app portal says to connect to the internet or gives an Error, what do i do?

A: You should restart the iPad by Holding the power button (top) and the Home button (front bottom) together until you see a white apple on the home screen (~15 seconds) This usually resolves this issue.

Q: I tried to install an app, but it's not showing on the homescreen, what do i do?

A: If it's been less than an hour, give it a little time. Some apps take a while to show up. If after a bit it's not working still, turn the iPad off (hold the power button down, then follow on screen instructions to turn off) for a minute then back on. Sometimes a reboot will fix app install problems.

Q: I cannot Find "Zoom" or another app in the App Portal.

A: Sometimes the search functionality of the App Portal isn't great, scroll through the list and you'll find the app you're looking for, so long as it's been requested by our Staff.

Q: How do I get into Google Classroom?

A: **K-5 Students ONLY**:
>   Username: whole email address (student#)@stu.zps.org
>   Password: zpskids (all lowercase)

   6-12 Students ONLY:
>   Username: whole email address (student#)@stu.zps.org
>   Password: (3 Digit birth Month, capitalized + birth Day + birth Year)
>   ex) Jul42004 or Dec252005

Q: When I go to Michiganvirtual.org it says it's being blocked by my content filter.

A: This is usually because someone turned on the Parental controls on the ipad. Go to Settings - Screen Time, and turn off Screen Time. The default content filter in screen time seems to block the website needed for michigan virtual.

Q: I have a question regarding Michigan Virtual login or Z-Connect questions which are not Technology related.

A: For K-5 Students: contact Leslie Rindfliesch lrindfli@zps.org or Angela Lloyd alloyd@zps.org
   For 6-8 Students: contact Catherine Vila cvila@zps.org
   For 9-12 Students: contact Chris Linderman clinderm@zps.org

Q: Can I send an email to my student's email address?

A: Only 6-12 students can receive email from outside ZPS, this includes from parents. This is to prevent them getting large amounts of inappropriate Spam and Junk Mail. They can receive email from Teachers and Students, as well as Michigan Virtual.

Q: My battery seems to die really fast using Zoom, what can I do?

A: For some reason Zoom is chewing through the iPad battery faster than we thought it could. It's probably best if possible to keep the iPad plugged into power when doing zoom sessions.

Q: I've tried these tips and I'm still having trouble with my Technology, what can I do?

A: Contact ZPS Tech Support

cbussche@zps.org
(616) 748-4526
Office Hours:
Mon-Fri 7a-11a, 12p-3p