iPad at Home Troubleshooting
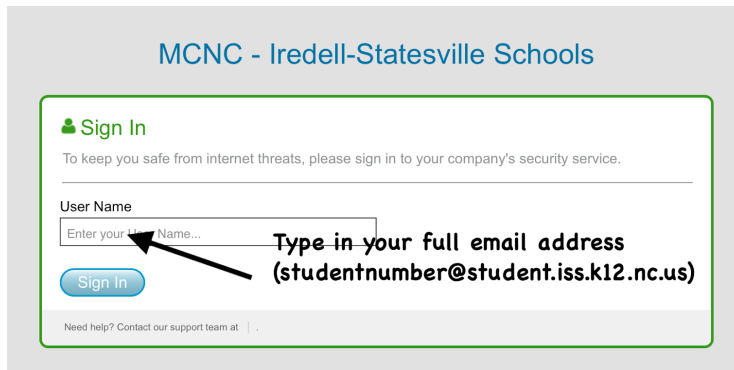
==When you first take the iPad home, and connect to your wifi, you need to make sure it is signed into zScaler, which is our Internet Filter. You will experience other issues if you don't do this FIRST.==

The following 2 tips have resolved the majority of issues we are receiving:

1 - **Make sure the iOS is up to date**. We have seen errors on apps when the iOS needs an update. This has to be done manually. Settings > General > Software Update. **It will prevent you from doing anything on the iPad while it updates

2 - Logging onto zScaler on an ipad from home *(written directions and a video tutorial)*

MCNC - Iredell-Statesville Schools **👤 Sign In** To keep you safe from internet threats, please sign in to your company's security service. User Name Enter your User Name... **Type in your full email address (studentnumber@student.iss.k12.nc.us)** (Sign In) Need help? Contact our support team at ⎸ .	If you know the student email address and password, you will use this information to sign into zScaler. *** If you do not know the student email address and password, you may use the generic login: Username: k-2@student.iss.k12.nc.us Password: k2student

Installing Apps - You will be accessing a few programs or apps while learning from home.

Any app you may need to download will be available in our Mosyle Manager App. NO Apple ID is needed.
- You will more than likely need Zoom, Clever, and i-Ready
- Upper grades may also need Canvas, Google Drive and the other Google Apps

Zoom - Make sure you allow access to the iPad's camera and microphone and are comfortable turning each off and on while in the Zoom App.
- You should NOT need a login account because your teacher will provide you with a specific meeting ID and a password. This is a security feature so that only those with the ID and password can join the call.
- If restrictions have been enabled on the iPad, make sure the camera is allowed for Zoom.

Clever is an app which allows you to access several programs through this ONE login. You will need to login to this app by either:
- scanning your Clever Badge (teacher can provide) **You will be prompted to scan this badge 2 times. You may have issues if it doesn't prompt the second scanning. Close the app and start over with Clever.
- Login using NCEdCloud by either typing in login info or by scanning the NCEdCloud/Rapid Identity QR Code (also provided by your teacher and it will have the words Rapid Identity on it.) Directions here

When you access programs through the Clever App, it opens those programs in Safari (web-based version) and not the specific app. (This may be why it was prompting to sign into zScaler multiple times.)
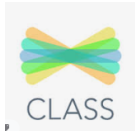
SeeSaw app - you will need a home code from your teacher to access directly through the app You can also access SeeSaw by going through Clever. *****However, we are finding some limitations when going through Clever like unable to make and upload a video.**

i-Ready - should be best accessed through Clever - it should ask you to open in i-Ready (the app) and you can say yes. If it tells you to install the app, and you already have it, try these steps:
- **Make sure the iOS is up to date.** We have seen errors on apps when the iOS needs an update. This has to be done manually. Settings > General > Software Update. It will prevent you from doing anything on the iPad while it updates
- Uninstall the current i-Ready App (Tap and hold the app until it says delete app or until it "jiggles" and then touch the x in the corner of the app.
- Now go to the App Portal (Red and black icon from above) and install the i-Ready app so it gets the updated version.

<div align="center">

Upper Elementary may need to use Canvas and the Google Apps.
These can also be installed from the App Portal.

</div>

Student Email Accounts
- [Accessing Student Email](#) *(written directions)*
- [Video Tutorial for accessing student email](#) *(This was created for a specific school, but can apply to any student email account. Disregard references to a specific school)*
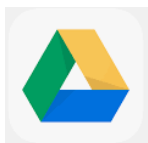
Google Drive and the other Google apps may ask you to sign in with the student's email address and password.

Canvas - If using the Canvas app, you will probably need to first search for **Iredell-Statesville Schools.** You will then have to login using your NCEdCloud username and password *(student number and password)*
- You can also access Canvas by going through Safari to my.ncedcloud.org and signing in.
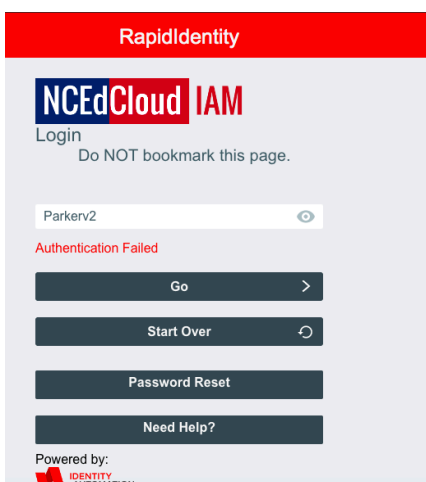
Rapididentity / NCEdCloud - Authentication Failure Message
We have heard of several students getting this error message.
The security features for this site are strict. You cannot refresh a previous login page, you cannot bookmark the page for quick access, etc.
It needs to open in a new tab and a fresh browser each time.
Try this:

iPad at Home Troubleshooting

- ➢ Close all open tabs on the browser (Safari)
- ➢ Close Safari completely by double pressing the home button and swiping up on the app.
- ➢ (Best Practice is to close all open apps frequently)

You can also clear the browsing history.
Settings app > Scroll down to Safari > scroll on the right to Clear History and Browsing Data
***After doing this **YOU WILL NEED TO SIGN BACK INTO ZSCALER** so go straight to safari and try to go to a site so zscaler will appear. See above for login info.

[Elementary Account Login info Cheat Sheet](#) - this sheet provides info on the various accounts students will need to use.

Digital Teaching & Learning Helpdesk can be reached Mon-Fri 7:30-11:30 (new hrs) 704-761-8501 or
isshelpdesk@iss.k12.nc.us