

DOE iPad or App Fixes

Wi-Fi Connectivity

Turn Wi-Fi off

1. Go to the Settings app.
2. Locate the Wi-Fi menu on the left.
3. Tap the Wi-Fi button to turn it off (it should be gray).
4. Open your browser and go to google.com(Open external link).
5. If you can connect to google.com, you are connected to the internet.
6. Turn Wi-Fi back on.

Turn Airplane mode on for 15 seconds

1. Tap the Settings app.
2. Find the Airplane Mode button.
3. Turn Airplane Mode on (the button will turn green) and leave it on for 15 seconds.
4. Turn Airplane Mode off and wait until the iPad reconnects to the internet (you will see the connected icon in the top right of your home screen).
5. Test your connection by opening your browser and going to www.schools.nyc.gov.

Erase all content and settings

Important: do not erase your data plan.

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

After you have erased all content and settings

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.

Request technical support

If you tried all of the above steps and your iPad still won't connect to the internet, [submit a ticket for technical support](#).

iPad SIM is Locked (PUK)

If you are receiving a message that says PUK is locked, submit a ticket to the [DOE Help Desk](#).

iPad is Damaged or Won't Turn On

If your iPad is damaged or won't turn on, bring the iPad to your child's school. The school will arrange for a replacement device to be delivered for your student. You can also submit a ticket to the [DOE Help Desk for help](#).