

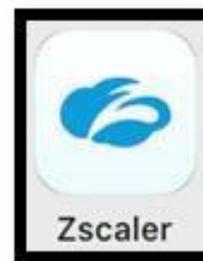
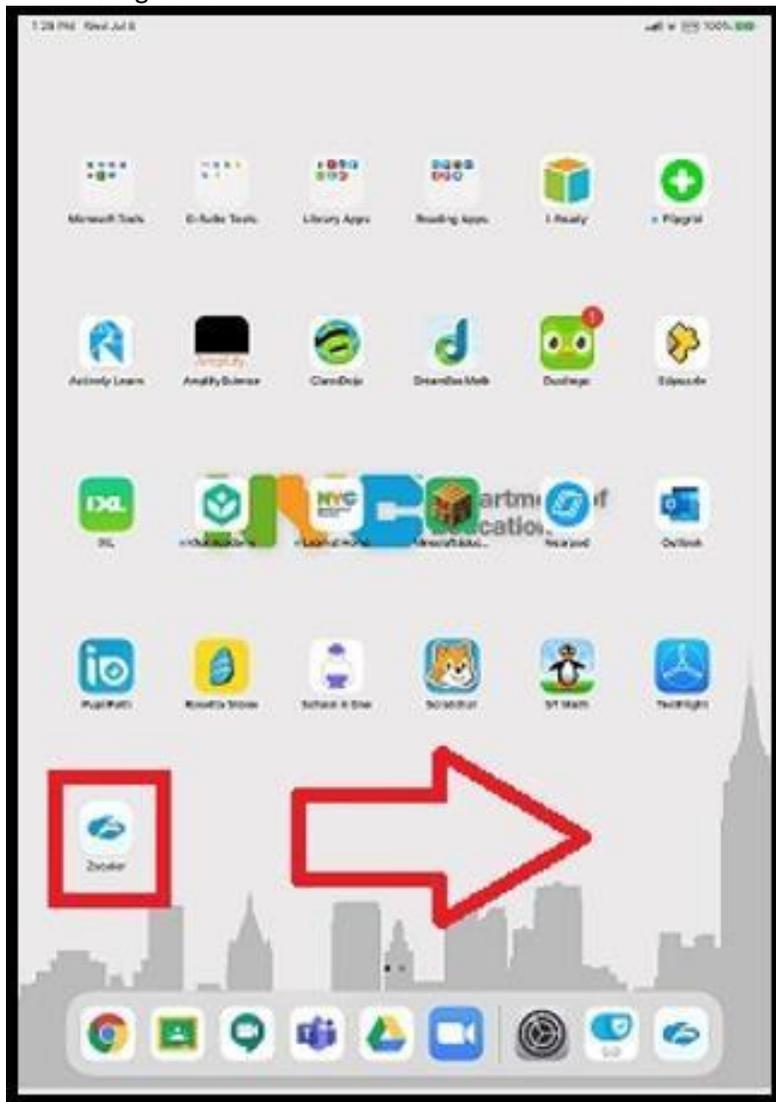
## New Directions to Connect NYCDOE iPads to the Internet

### 1. Make sure cellular data is turned on.

1. Go to Settings.
2. Select Cellular Data.
3. Turn on Cellular Data.
4. Tap Cellular Data Options.
5. Verify that LTE and data roaming are turned on. Roaming is directly under the Cellular Data on/off slider on many iPads.

### 2. Locate and sign into Zscaler on your device.

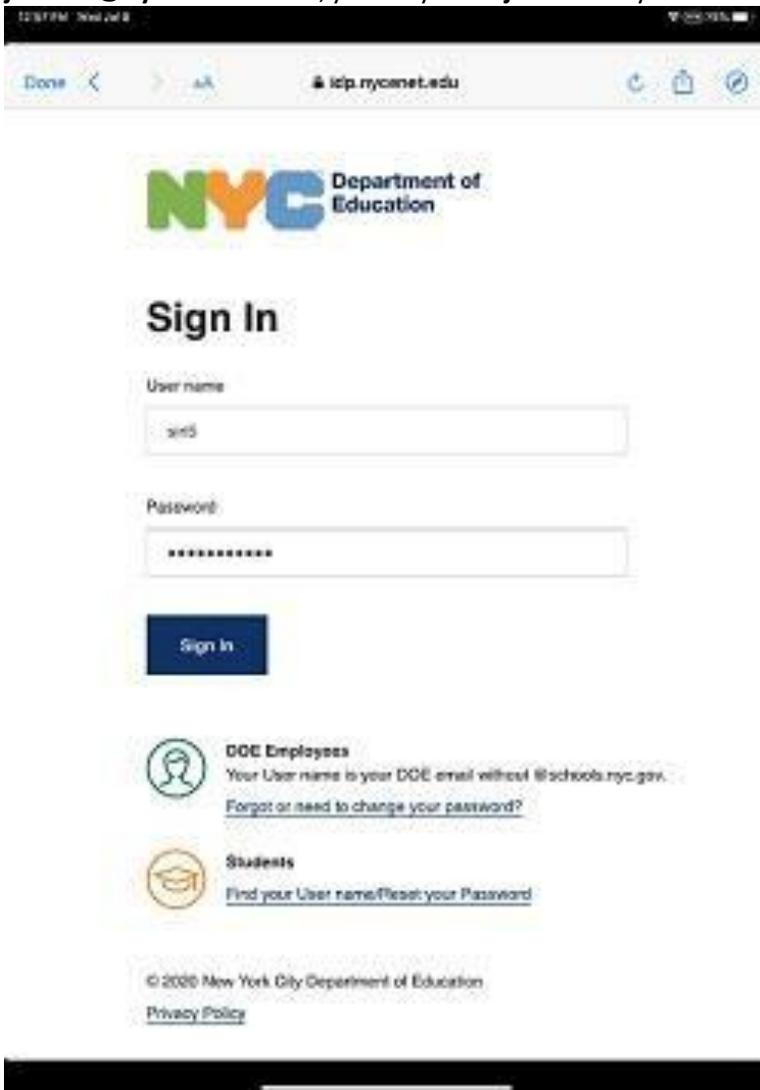
1. On the main screen, click the Zscaler icon. It might appear in a different place so look for the blue cloud on a white background.



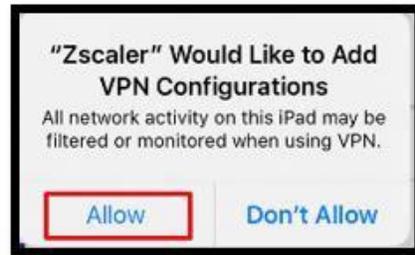
- After clicking the icon, you will be taken to login page.



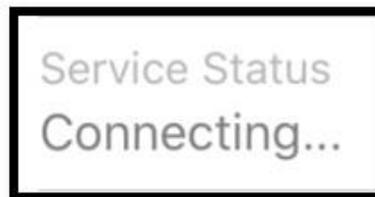
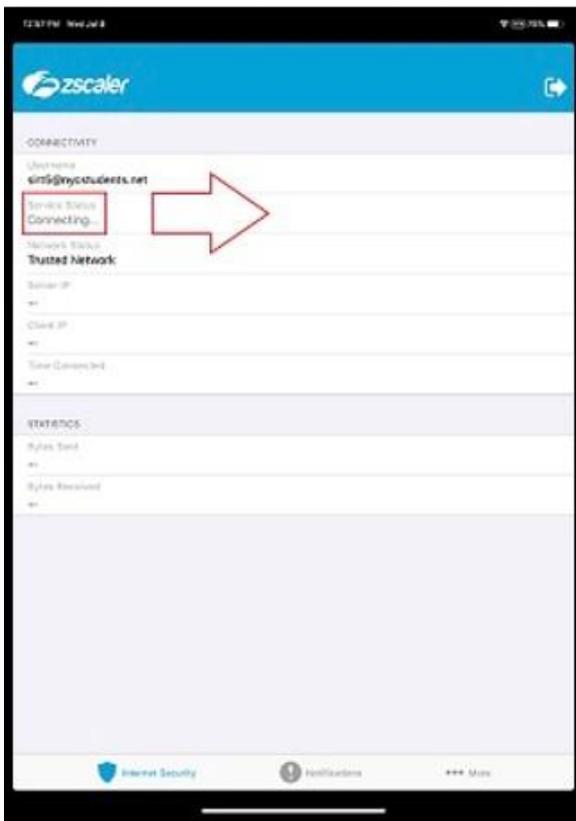
- Enter your NYCDOE username and password, then click the “**sign in**” button. Student accounts end with **@nycstudents.net**, but you only need the first part, including any numbers. If your account is **jose123@nycstudents.net**, you only need **jose123** as your username.



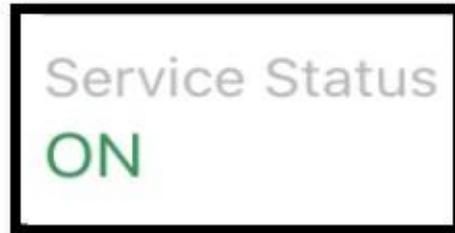
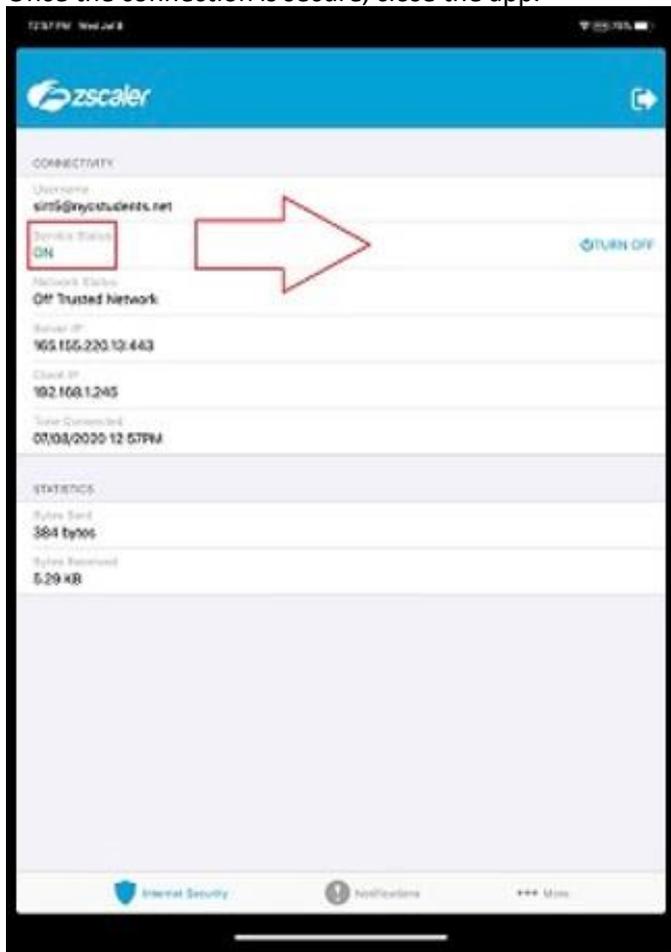
4. Click on the "allow" button.



5. Then wait one minute for a connection to be established and then you will see the Zscaler screen.



6. Once the connection is secure, close the app.



**If there is still a problem connecting after you go through all the steps:**

1. Go to Settings.
2. Go to General.
3. Go to Reset.
4. Tap Reset All Settings.
5. After iPad starts up again, repeat step one again.
6. You should not need to repeat anything else, but keep these directions handy in case the entire process needs to be done a second time.

Once rebooted, be sure to check Cellular Data is on and Cellular Data Options has Roaming On.

**If there is still a problem connecting after you go through all the steps:**

1. Go to iPad settings.
2. Go to General --> reset --> reset all settings. Once rebooted, be sure to check Cellular Data is on and Cellular Data Options has Roaming On."