Instructions for Using iPads Issued by the DOE

Make sure that the iPad is connected to the internet.

All DOE iPads should come internet ready. If, however, for some reason the iPad is not connecting to the internet, follow these steps:

1. Go to the **Settings app**.
2. Select **Cellular**.
3. Turn on **Cellular Data**.
4. Tap **Cellular Data Options**.
5. Verify that LTE and data roaming are turned on.

If you still have trouble connecting to the internet, call AppleCare Support for the NYCDOE at 1-800-919-2775. When prompted, enter the PIN: 692363 (NYCDOE). Note that you should ONLY call this number to ask about setting up an iPad or accessing learning applications. Please do not call to check on the status of a device request. See [iPad Distribution](#) for information and timelines around devices.

Confirm that the iPad has the correct applications installed.

In addition to standard iOS apps (Calendar, Clock, Photos, etc.) all DOE iPads should come with the following apps:

- Google apps: Classroom, Docs, Drive, Gmail, Hangouts, Sheets, Slides, Translate
- Microsoft apps: Excel, OneDrive, OneNote, PowerPoint, Teams, Word
- Adobe Acrobat
- Axis 360
- Chrome
- Cisco Security
- CrowdStrike
- Flipgrid

- Freegal Music
- OverDrive
- Queens Library
- RBDigital
- SimplyE

If any of the above applications are missing, call the DOE Service Desk at 718-935-5100. For security reasons, you cannot download additional apps to the iPad.

A note about Zoom: many schools have asked about adding Zoom to the iPads. The DOE will send out another announcement when this will be possible.

Sign into applications with the correct username and password.

- For all Google or G Suite applications, sign in with your Park East email.
- For all Microsoft applications, sign in with your DOE student account. If you don't know your account info, here's how to can find it.

Turn off the Google passcode requirement.
If the iPad asks you to set a passcode for the device, this setting will need to be turned off. Please reach out to Kelvin Gonzalez at kgonzalez@parkeasths.org and ask him to turn off the passcode requirement.