

Support Students with DOE iPads

The DOE is working hard to ensure students across New York City have the technology they need to learn remotely. As of March 25, 2020, the DOE began delivering internet-enabled iPads to students across the city. Now that iPads are beginning to arrive in the hands of students, in addition to getting support from the help desk, staff can help students connect by reaching out to families to support them with connectivity. Here are several things that staff can do:

1. Double check 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, help the student do the following:

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

2. Confirm their iPads have the correct applications installed.

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

- Adobe Acrobat
- Axis 360
- Chrome
- Cisco Security
- CrowdStrike
- Flipgrid
- Freegal Music
- Google apps: Classroom, Docs, Drive, Gmail, Hangouts, Sheets, Slides, Translate

- Microsoft apps: Excel, OneDrive, OneNote, PowerPoint, Teams, Word
- OverDrive
- Queens Library
- RBDigital
- SimplyE

For security reasons, students cannot download apps to their iPads. They should have all of the above apps already installed, however, so if one of the above applications is missing, students should call the DOE Service Desk at 718-935-5100.

A note about Zoom: many schools have asked about adding Zoom to the iPads. The DOE will send out another announcement when a deployment approach has been solidified.

3. Help them sign into applications with the correct username and password.

- For all Microsoft applications, students should sign in with their DOE student account. If they don't know their account info, [here's how they can find it](#).
- For all Google or G Suite applications, students should also sign in with their DOE student account. However, if your school has an existing G Suite program, and you already provisioned G Suite accounts for students, students should sign in with those account credentials.

4. Turn off the Google passcode requirement.

Some iPads are asking students to set a passcode for their device. This is because your school's G Suite has a policy that mandates that all devices have a passcode. You will need to turn off this setting. To turn it off, reach out to your school's Google Admin and ask them to turn off the passcode requirement (you can share with them Google's [Set password requirements for managed mobile devices](#) support article, if needed). If you don't know who your Google Admin is, call the DOE Service Desk at 718-935-5100. They can provide you with this information.

More Information

As more guidance on helping students with connectivity becomes available, updates will be made on the [Support Students with DOE iPads](#) page on InfoHub. Announcements will also be made in Principals Digest.

You are also encouraged to do the following:

- **Familiarize yourself with information on the DOE family website.** Under the [Learn at Home](#) section, you will find info that parents want to know, including:

- [iPad Distribution](#), including the latest timeline for deliveries and what families can expect. Please note that there is no need to call the DOE or 311 to check on the status of a device. The DOE is getting the devices out as fast as we can, and are following processes to make sure our highest need families get them first.
 - [Technical Tools and Support](#), which contains information on signing into a DOE student account, and guidance on getting started in Google Classroom and in Microsoft Teams.
 - And more!
- **Find out which students have requested an iPad.** School leaders can download the [remote learning device request report](#), which details which students have made requests.