

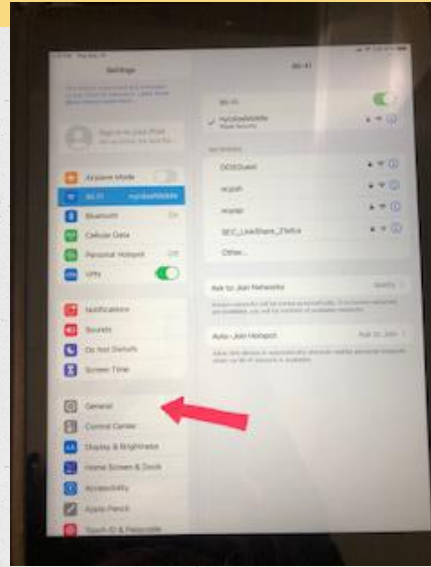
How to Reset a DOE iPad

All of the iPads that were sent to families by the Department of Education (DOE) are managed remotely by the DOE and need to be reset and updated to keep them working properly. Resetting the iPads is also a way to fix issues like slow internet connection, an app not working, or problems with running Google Classroom or Meets.

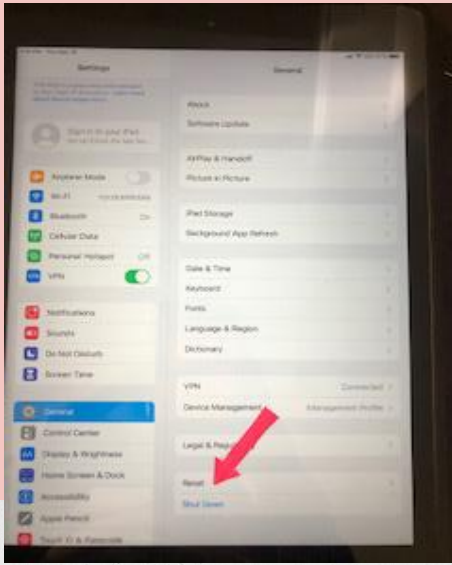
**Before you reset
be sure to save
any photos or
videos on the
camera roll.
Important: Do not
erase your data
plan.**



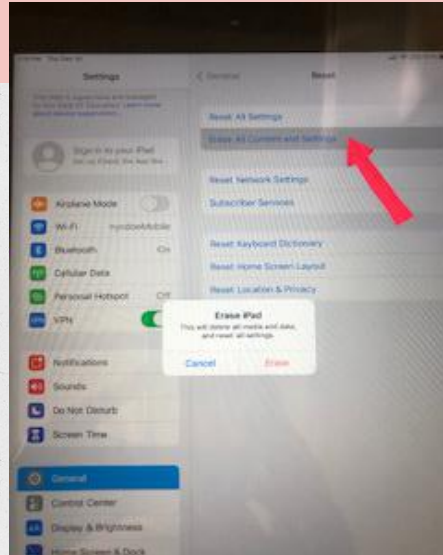
Open the Settings
app.



Tap General,
located on the
left hand side of
the Settings
menu.



Tap reset.



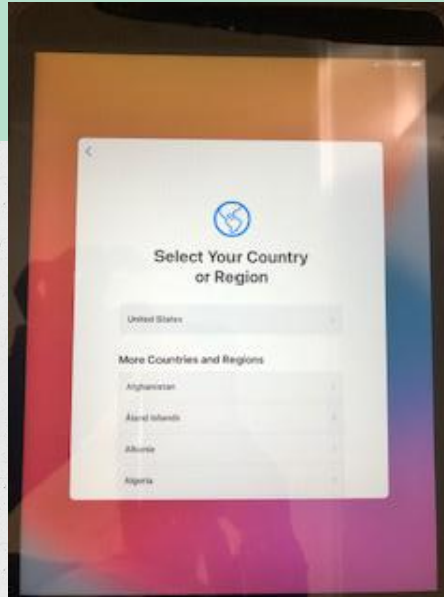
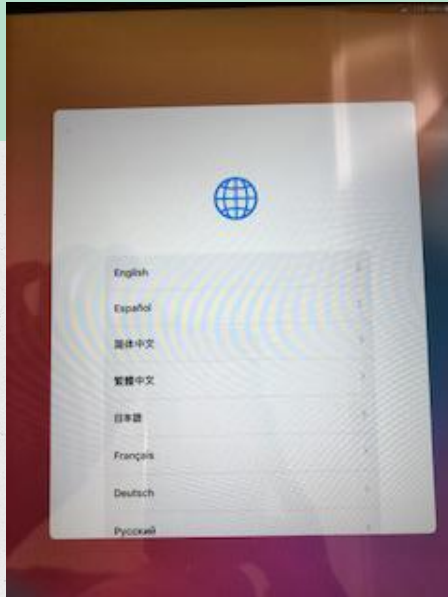
Tap Erase All Content and Settings.

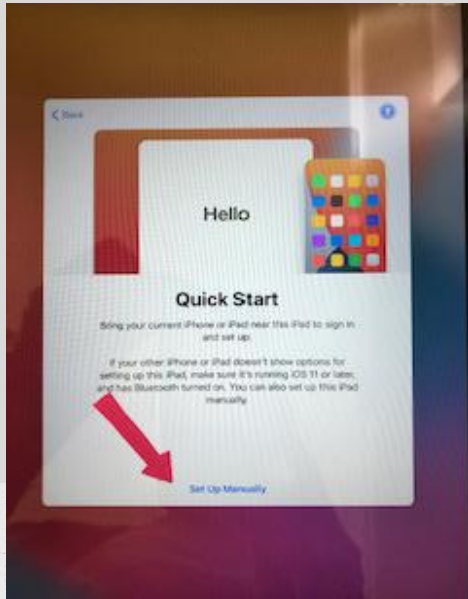
Allow your iPad to reset.

This may take up to five minutes.

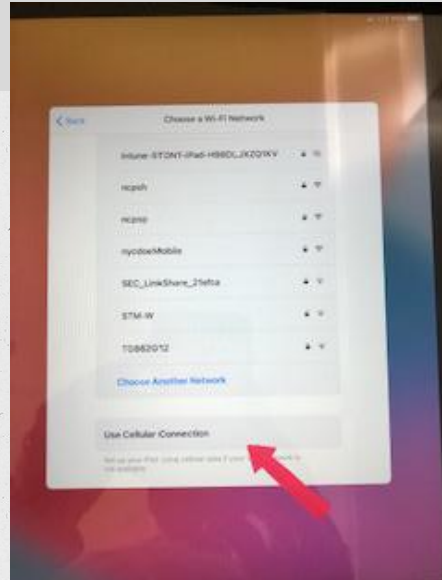
Once your iPad is reset, you will be prompted to set it up again. When following the prompts:

Select your language and country (you must select the United States).





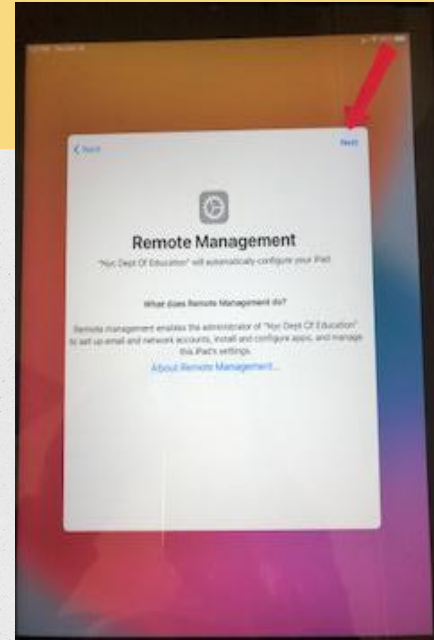
Choose Set up Manually.



Select a WiFi network (if you don't have WiFi, scroll to the bottom of the list and tap Use Cellular Connection).



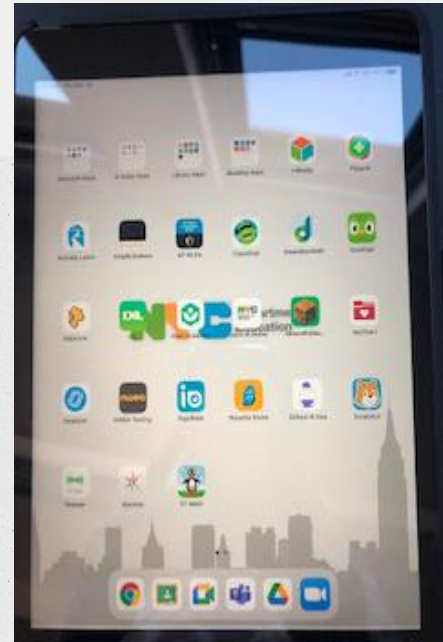
Give the iPad a few minutes to activate and configure.



The screen will say Remote Management. When this happens, tap Next in the upper right corner.



You will see a message saying Installing Configuration from the NYC Department of Education.



Allow 30-40 minutes for all applications to download and refresh.

Need more help?

Send an email to

techsupport@sunsetparkavenues.org

Please include your child's name, whether you need help an iPad or laptop, and as much as you can tell us about the problem (what are you trying to do, what kind of message are you receiving, or anything else that you think is important)

Test your internet connection by going to www.schools.nyc.gov

or opening Google Classroom

Click [here](#) for internet help