

# iPad Setup Instructions for Home Use

To ensure you can connect to your home network, you may need to take these steps.

## Step 1: Reset Network Settings

Find the *Settings* app, the icon for which is pictured below, and press it to open it. (Your student may have moved it to a folder.

If you need help finding *Settings*, ask your student.)

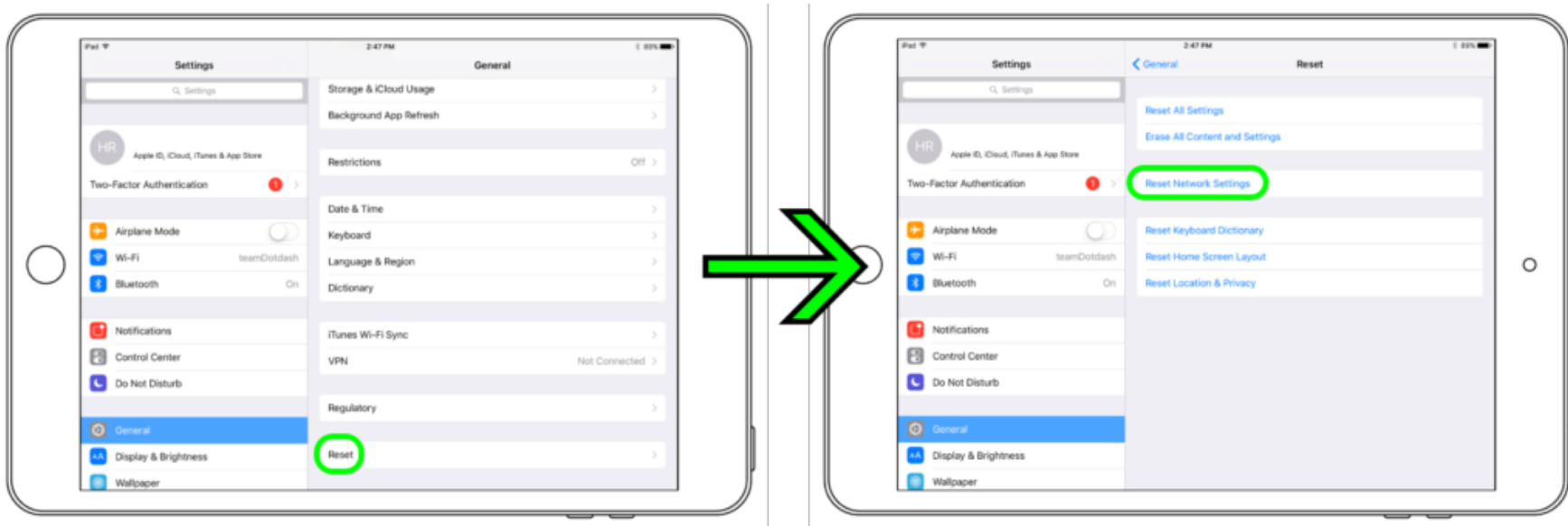


Settings

Within *Settings*, find the *General* category on the list on the left. (You may already be in the *General* category. If you look at the top right, and it says *General*, you are already there.)

At the bottom of *General*, find *Reset*. Press *Reset*.

Within the *Reset* category, find *Reset Network Settings*. Press *Reset Network Settings*.



Press the red *Reset* option on the box that appears.

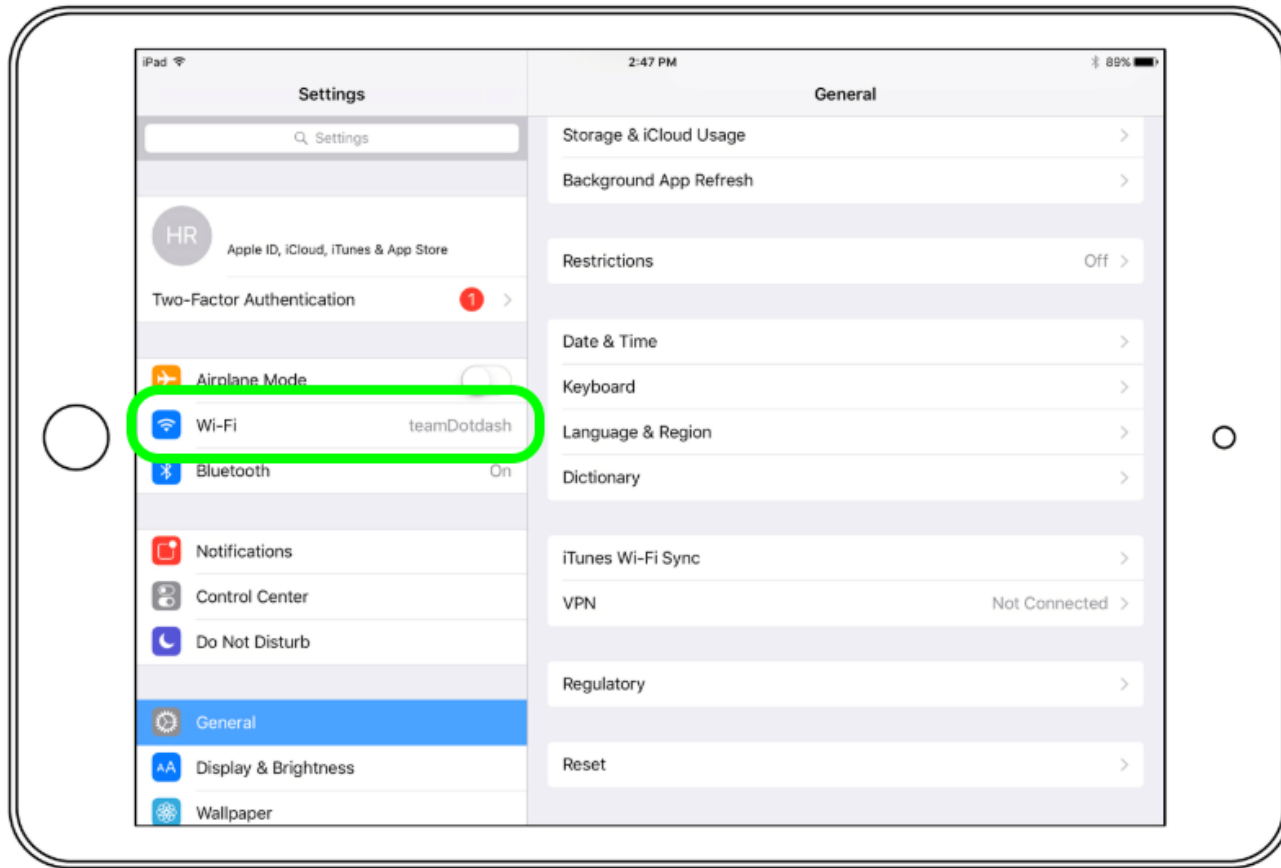
The iPad will restart. Wait for the iPad to completely restart. You will see the Unlock screen. Press the home button to unlock the iPad.

## Step 2: Sign In to your Home Network

Note: Neither staff at Discovery nor staff in the APS Department of Information Services can be responsible for the configuration of your home network. If you need assistance setting up your home network, please contact your internet service provider (ISP).

Open the *Settings* app again.

On the left, find *Wi-Fi*. Press *Wi-Fi*.



You will see a list of available home network names, called “SSIDs.” Select your home network name and sign in to your home network as you would with any other device.

## Step 3: Sign In to GlobalProtect

Next, you must sign in to the GlobalProtect app, to ensure the device is being properly filtered for inappropriate content.

Find the *GlobalProtect* app. The *GlobalProtect* app has an icon that is a picture of the Earth with a shield bearing a checkmark pictured below.



Using your student's seven-digit Student ID Number for user name and your student's unique six-digit Password, sign in to *GlobalProtect*.

Your student should know the correct password, which is used for the majority of APS-related systems. If you get an error that the credentials are wrong or invalid, it is almost certain the password is incorrect. Double-check it with your student's teacher or Mr. Reeves and try again.

## Step 4: Sign In to AirWatch Intelligent Hub

Next, you must sign in to the Hub app, to ensure the device is properly connected to the APS mobile device management platform known as AirWatch.

Find the *Hub* app. The *Hub* app has the hexagonal blue icon pictured below.



Using your student's seven-digit Student ID Number for user name and your student's unique six-digit Password, sign in to *Hub*.

Your student should know the correct password, which is used for the majority of APS-related systems. If you get an error that the credentials are wrong or invalid, it is almost certain the password is incorrect. Double-check it with your student's teacher or Mr. Reeves and try again.

Upon signing in to *Hub* for the first time, you will be prompted with three different screens:

1. On the screen called “Agent is now Hub,” press *Got it*.
2. On the screen called “Privacy,” press *I understand*.
3. On the screen called “Data Sharing,” press *not now*, then *don’t send*. (There is no need to share data with AirWatch for the iPad to work properly.)

## **Step 5: Sign In to Google Classroom**

To confirm that the iPad is now fully set up, press the *Home button* to return to the Home screen.

Find and open the *Google Classroom* app and ensure that your student can access class materials.

Your device is now properly reconnected to the home network. There is no harm in repeating all of the above steps from the beginning, should your device ever have difficulty connecting to a network in the future.

## **If you still cannot connect...**

The above steps should resolve all connectivity issues at home. Your first step in troubleshooting is to check the status and configuration of your home network. If you are confident that your home network is not the problem, have your student see Mr. Reeves to wipe and reconfigure the device.

## **When you get back to school...**

You will need to sign back in to the APS wi-fi network, because you reset all network settings in Step 1. Go into the Settings app, select Wi-Fi, then APS, and use your user name (student ID number) and password to reconnect. Press **Trust** if you are asked to trust the network.