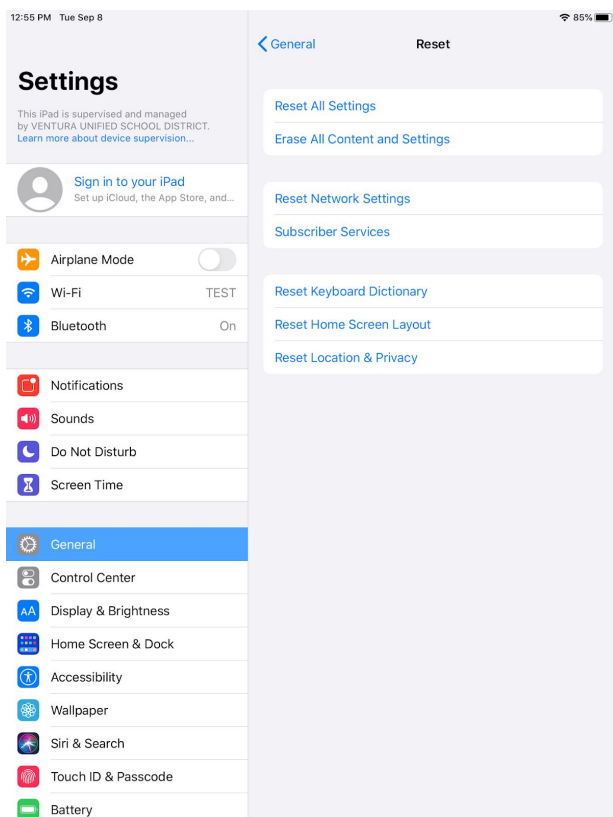
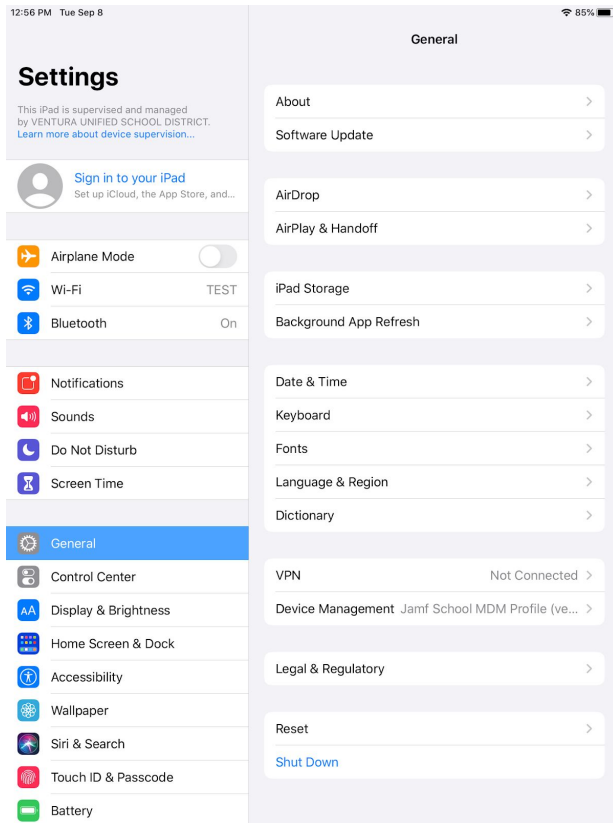
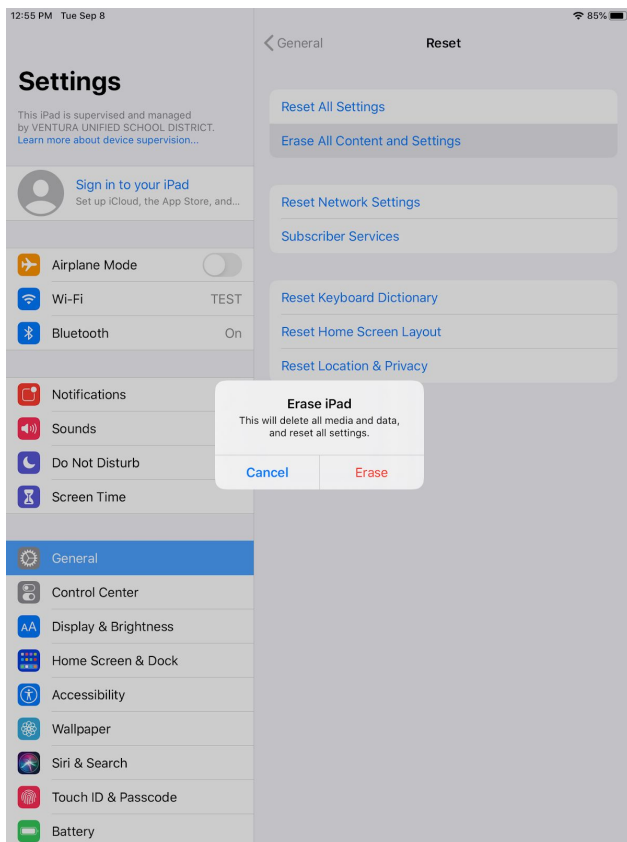


TK-1 iPad not connecting to Zoom

If you are not able to connect to Zoom in the app, once connected to wifi go to: Settings, General, Erase all Content and Settings, Erase





While the device is being updated you will see a black screen and the Apple logo. Once the process is complete you will need to reconnect the iPad.

To reconnect the iPad you will:

See the hello screen

Select language

Select country

Quick start select "set up manually"

Choose your wifi network

Remote management select next in the top right hand corner

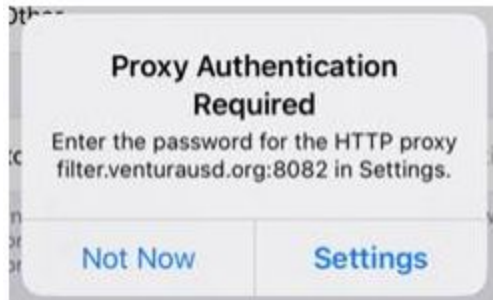
Select enroll this device

Select enable location services

If your student is having issues connecting to your home Wi-Fi, you will likely be prompted with what you see below. Please hit (Settings) and add these credentials. This is part of the Proxy server we have configured for us to be able to filter the student's iPads from home.

Username: student

Password: student2020



If you need additional help, please email vusdparenthelp@venturausd.org or call 805-641-5000 x1450 7:30 am-4:30 pm.