We have come to understand that some students and families were having challenges with the use of iPads. If the concerns persist today, below are a few troubleshooting tips to help you.

**Difficulty accessing Zoom on the iPad (Part A)**

1. Beginning August 20, all iPads should have the Zoom Applications downloaded onto them.
2. If students do not see the app, suggest to families to turn the device off, wait a few seconds, and turn it on again.
3. If the Zoom icon still doesn’t appear, go to the App Catalog, locate the Zoom to install it.

**Difficulty accessing Zoom on the iPad (Part B)**

If students are getting this message:

Teachers must change the way they are setting up the Zoom link. Zoom links must be created within Schoology using the external tool function.

Here is a [job aide](#).

Here is a [video](#).

**Difficulty logging into Schoology on the iPad**

Do not attempt to use the Schoology app: ❌

1. Instead, use the “LAUSD Schoology” app ✓

   OR

2. Go to the Safari Browser ✓

   and type in [lms.lausd.net](#)

**Difficulty with using the camera on the iPad**

If students received this error message......

Follow these [directions](#).