NEW: Student iPads - Zscaler Authentication
on non-GCS Networks or Public WiFi (eff 03.31.2023)

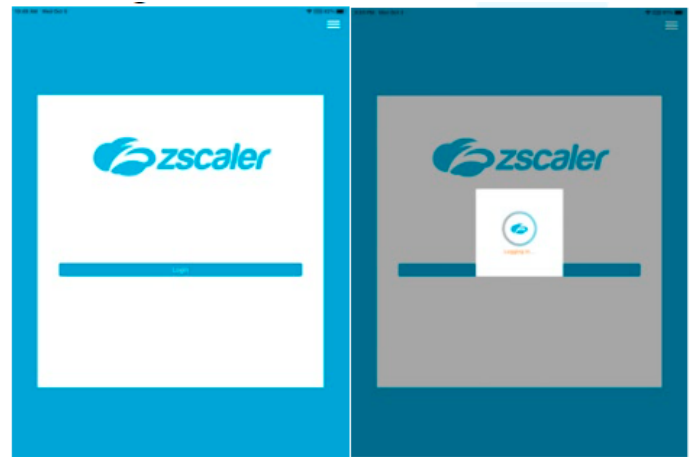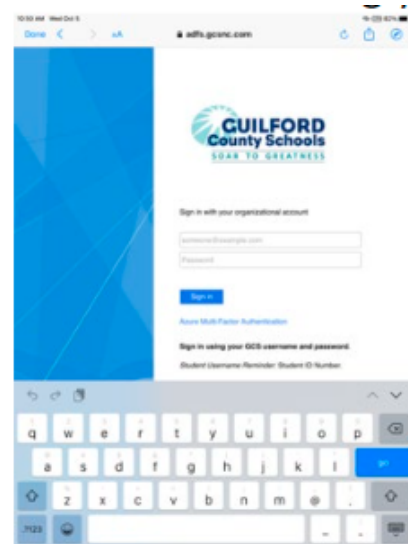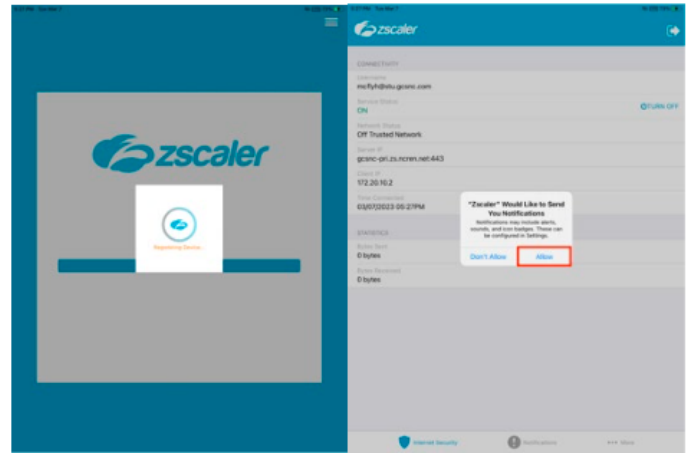|	
When your device is connected to a non-GCS Network (including our PublicWifi), you will need to log in to the Zscaler app to access the internet.	
Open the **Zscaler** app.	
Help! My iPad doesn't have the Zscaler app! Don't stress, click here for instructions on installing the app.	
Click **Login.**	
Authenticate using your **Student ID:** Student Number **GCS Password:** Birthday in MMDDYYYY format	

Once authenticated, you will see a screen with your iPad being registered. When prompted to allow notifications, click **Allow**.	

You will now have access to the internet! 📊

If you have any trouble connecting to the internet at this point, please restart your device and try again.
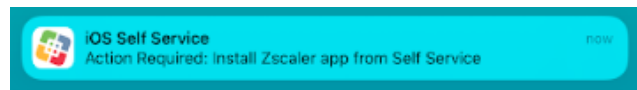
Help! My iPad doesn't have the Zscaler app!

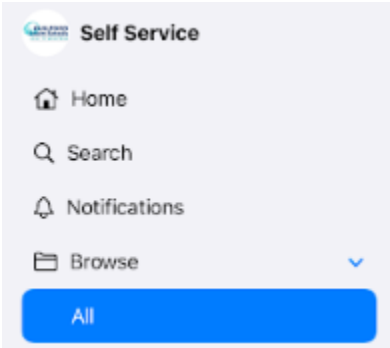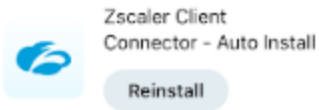| If your device doesn't have the Zscaler app, you can download it from Self Service.	
You may see a notification on your device.	
Open **Self Service**.	

Select **All**.	Self Service ⌂ Home Q Search 🔔 Notifications 🗁 Browse ⌄ **All**
Scroll all the way to the bottom and click to **install/reinstall** Zscaler client.	Zscaler Client Connector – Auto Install Reinstall
Once the app is installed, you're good to go! [Return to directions here]().	

iPad Tips

If you are having trouble with a particular app, try reinstalling it from Self-Service.

Teams frequently has issues after the iPads have been updated. Reinstalling it usually resolves the issue.

Open the Clever app and login in the morning and then leave the Safari Clever portal open until you are finished for the day. If you close the Safari Clever page, you will have to log in again.

A hard reset can fix some issues with the iPad. Hold down the power button and the home button until the iPad turns off and back on again. This can feel like it's taking a long time, but keep holding them down until you see the Apple logo come back.

If your eScholar is having trouble with the keyboard not working, remove the iPad from the case and use a lint-free cloth to wipe off the contacts on the iPad and the case.