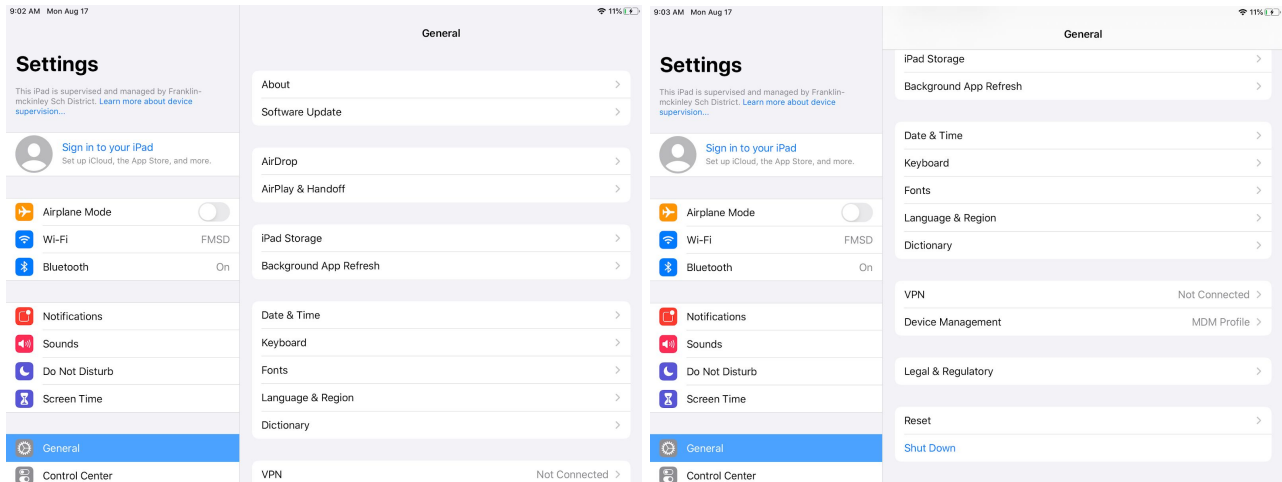
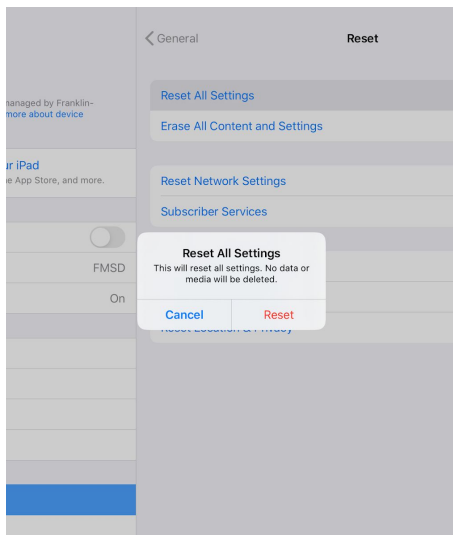


Zoom not working? Google Classroom not loading? Try these steps:

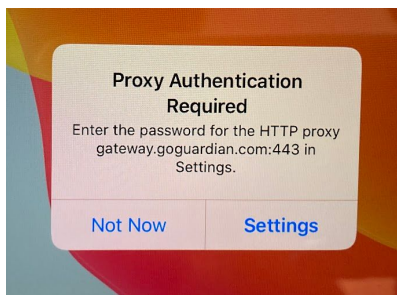
- Go to **Settings** → **General** and scroll to the bottom.



- Click on **Reset** → **Reset All Settings** and make sure you click yes to reset.



- The iPad will restart and you will need to reconnect the iPad to the internet.
- Once the internet is reconnected, you should see **Proxy Authentication Required**. Click **Settings**.



- If you do not see this, go to safari and go to <https://status.goguardian> where you should see that everything is okay.
- Type in fk@fmsd.org for the username and “student1” as the password. This should trigger the apps to update and Zoom and Google Classroom to reload.



- If that doesn't trigger the apps to update, go to safari and go to <https://status.goguardian> where you should see that everything is okay. This will trigger the update.