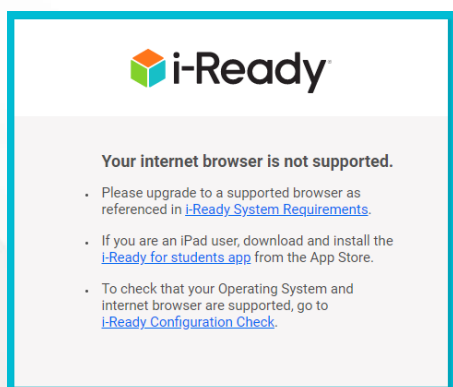
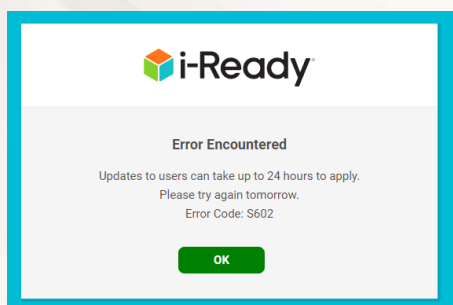


i-Ready on NYCDOE iPad® FAQ

1. [The *i-Ready* Connect for Students app is not installed.](#)
2. [When I log in using TeachHub, it says, “Your Internet browser is not supported.”](#)



3. [When I log in using TeachHub, it says, “Error Encountered. Updates to users can take up to 24 hours to apply. Please try again tomorrow.”](#)



4. [After clicking the *i-Ready* link in TeachHub, the app doesn't launch.](#)
5. [I'm having sound issues when using the *i-Ready* Connect for Students app.](#)

1. The *i-Ready* Connect for Students app is not installed.

The *i-Ready* Connect for Students app is an approved application on DOE iPads. If you don't see the *i-Ready* Connect for Students app, the DOE has provided iPad troubleshooting steps. They can be found [HERE](#). If the issue persists, please contact the DOE Helpdesk by filling out the following form:

<https://www.schools.nyc.gov/learning/learn-at-home/technical-tools-and-support/ipads-and-laptops/technical-support-for-families>

OR by calling (718) 935-5100.

Not using a DOE iPad? Click [here](#) to download our app from the App Store®.

2. When I login using TeachHub it says, “Your Internet browser is not supported.”

Safari® must be used to log in to TeachHub. Using other browsers such as Google Chrome™ or Mozilla Firefox® will result in the unsupported error message. If you are using Safari and you are still getting the unsupported message, follow the steps in this YouTube video to clear the Safari cache and try again:

<https://youtu.be/ch6t5JhFY2k>

3. When I log in using TeachHub, it says, “Error Encountered. Updates to users can take up to 24 hours to apply. Please try again tomorrow.”

Your account has not yet been synced into *i-Ready* from STARS/Clever. If the issue persists after 24 hours, please contact your school for assistance.

4. After clicking the *i-Ready* link in TeachHub, the app doesn't launch.

First, verify that the *i-Ready* Connect for Students app is installed. If it is not, please see #1 above. If the app is installed, and you are using Safari, follow the steps below to clear the Safari cache and try again:

<https://youtu.be/ch6t5JhFY2k>

5. I'm having sound issues when using the *i-Ready* Connect for Students app.

There are several reasons why sound might not be working within the *i-Ready* Connect for Students app. Be sure to check the following:

- Faulty headphones can cause sound issues with *i-Ready*. Does the sound issue happen when the headphones are unplugged?
- Most sound issues can be attributed to “Silent Mode”. Silent Mode will cause intermittent sound issues in *i-Ready*. Please see the following video that explains how to turn off Silent Mode:

<https://youtu.be/WQpGUpIDThw>