iPad® FAQ – NYC Edition

(Updated August 2025)

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1. Which iPad app do I need for i-Ready?

All students must use the *i-Ready Connect for Students* app to access i-Ready on an iPad. This app is an approved application on NYC DOE iPads. If you don't see the i-Ready Connect for Students app, you can try downloading the app HERE.

Still having trouble? We recommend contacting NYC's Helpdesk by visiting their SupportHub or by calling **(718) 935-5100**.

2. How do students login to TeachHub on an iPad?

Students must first open Safari® and then navigate to TeachHub.

Next, click on i-Ready to launch the *i-Ready Connect for Students* app.

3. Can students login directly to the *i-Ready Connect for Students* app?

Students must login to TeachHub and then click on i-Ready to login to the *i-Ready Connect for Students* app. NYC students will not be able to login directly via the app.

Note: K-1 students who are enrolled in a class with K-1 login enabled can login via our K-1 Login Page.

4. I'm having sound issues when using the *i-Ready* Connect App

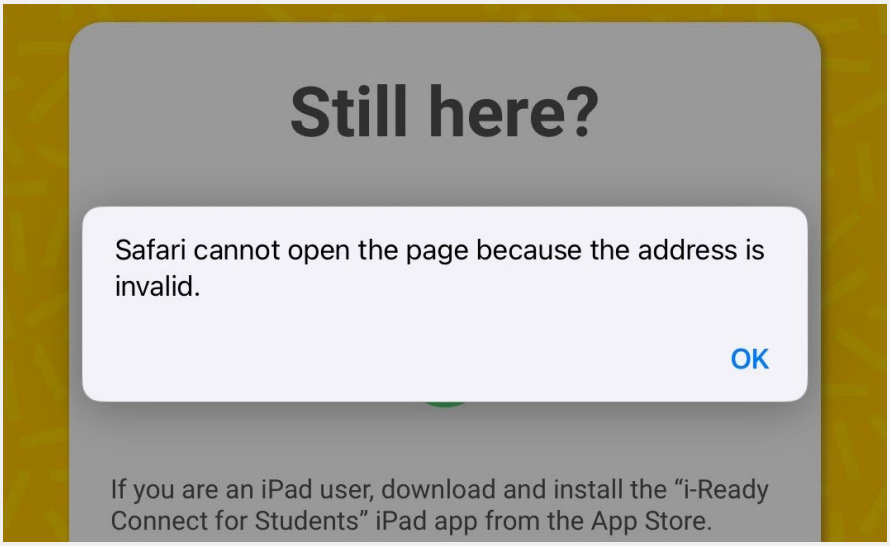
There are several reasons why sound might not be working within the *i-Ready Connect for Students* app. Be sure to check the following:

a) Does the sound issue happen when the headphones are unplugged? If unplugging the headphones allows the audio to play through the speakers, it generally points to a headphone issue.

b) Many sound issues can be attributed to "Silent Mode". Silent Mode will cause intermittent sound issues in i-Ready. Steps to disable Silent Mode can be found in this video.

Safari® is a registered trademark of Apple, Inc.

5. I’m getting an error “Safari cannot open the page”.



This message indicates that the *i-Ready Connect for Students* app is not installed on the iPad. Try downloading the app using the link above. If you are having trouble, we recommend contacting NYC’s Helpdesk by visiting their SupportHub or by calling **(718) 935-5100**.

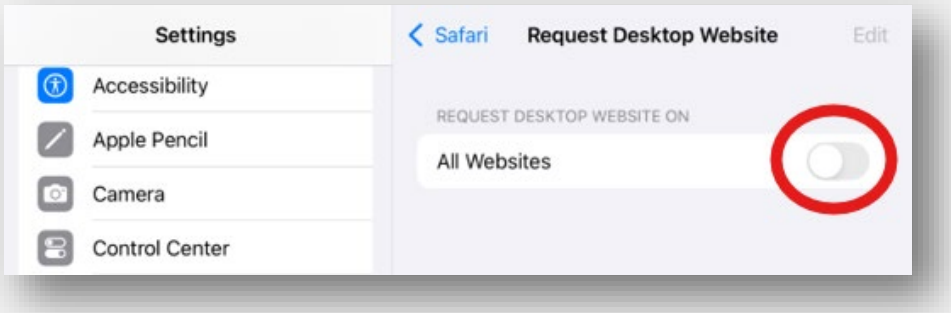
6. If I’m a teacher, how do I login on an iPad?

Teachers can log in to i-Ready with their iPads through TeachHub.

Note: Educators cannot log in via the *i-Ready Connect for Students* app.

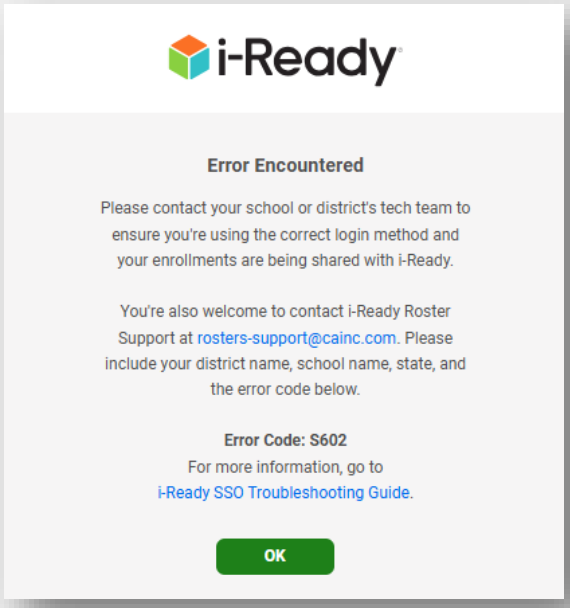
To access i-Ready, iPads must meet i-Ready Connect minimum requirements and use the Safari browser.

Prior to logging into TeachHub, teachers must manually disable Desktop mode through the Safari settings to log in from an iPad. This can be done by going to Settings > Apps > Safari > Request Desktop Website > and unchecking “All Websites”.



Note: This feature’s functionality may not be entirely available, as it’s not yet fully supported.

7. What does “Error Code: S602” mean?



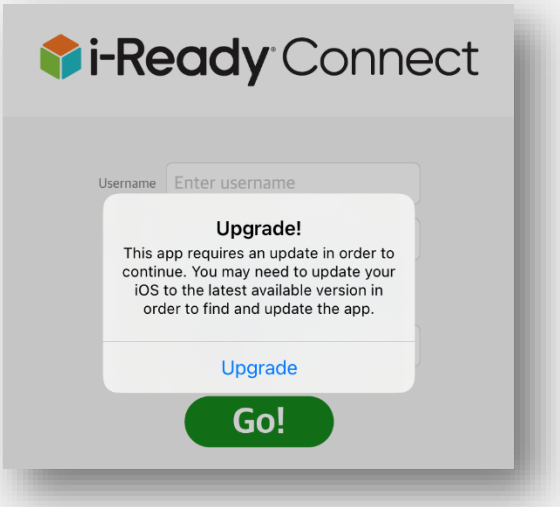
If your student(s) is in STARS and receives the S602 error, check the following.

- In STARS, make sure your student is enrolled in courses
- Ensure that the schedule is finalized
- Once schedules are finalized in STARS, make sure to allow 24-48 hours for that student’s information to appear in i-Ready.

If you have any further questions about this process, please contact your school’s ATS enrollment secretary, your STARS Coordinator or Helpdesk number at **(718) 935-5100**.

Also, click here to see the NYCPS STARS Cheat Sheet showing how to finalize your school's schedules in STARS.

8. The i-Ready Connect App says I need to upgrade.



This message indicates that the *i-Ready Connect for Students* app requires an update to login. You can try to force an upgrade by navigating to our app in the App Store® and then clicking “Update”.

Please note that your iPad may be too old to download the latest update. Check our System Requirements document, Section 3.1 to see if your iPad meets our requirements.

Still having trouble? We recommend contacting NYC’s Helpdesk by visiting their SupportHub or by calling **(718) 935-5100**.

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