Technology Troubleshooting

Connect your Device

1

Connect to your home wifi (in Settings app)

Open the Zscaler Login App

This will prompt the iPad to open a Zscaler webpage.
Zscaler is the filtering service that Rowan Salisbury Schools uses &
must be logged into before any internet connection will work properly.

Example Username: Smith248@rss.k12.nc.us

Password: Lunch Number/Student ID #

Troubleshooting Tips

2

Having trouble with an app?

- Completely close out of Safari (double click the home button and swipe out)

- Do a hard reset (hold the power button and home button until the apple comes back up, and then let go of the buttons)

- Use the app if it is available

Having trouble with a website?

- Close out of the app and re-open (double click home button and swipe app upwards)

- Delete the app and re-install from Self Service

- Use the web browser version in Safari if it is available

- Do a hard reset of the iPad (hold the power button and the home button until the apple logo shows up and then let go of the buttons)

Call the RSS Tech Help Desk

3

(980)-330-1078