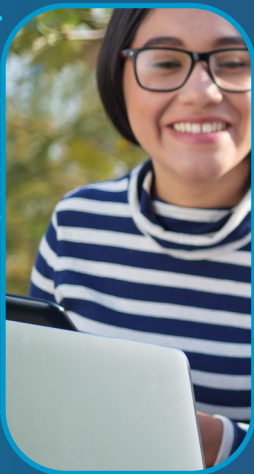


Student Device Internet Access

Setup & Troubleshooting





What You Need to Know

To support learning continuity during the current work stoppage, the Los Angeles Unified School District will activate internet connectivity, in partnership with Verizon, for students using District-issued LTE-enabled devices, including Chromebooks and iPads.

This service allows student devices to connect to the internet outside of school without relying on home Wi-Fi. It will be activated automatically and provided at no cost to families.

STEP 1 Does Your Student's Device Have Integrated Mobile Internet

Confirm the device supports mobile internet. Not all devices are enabled to connect to mobile internet. Follow these steps to check:

Chromebook	iPad
<ol style="list-style-type: none">1. Click the time in the bottom-right corner of the screen.2. Click Settings (⚙️).3. Select Network.<ul style="list-style-type: none">• If the device supports LTE, you will see Mobile Data• If you select Mobile Data, you may also see the carrier's name (for example Verizon).• If Mobile Data is not listed, your Chromebook does not support mobile internet and is Wi-Fi only. 	<ol style="list-style-type: none">1. Open Settings2. Look for Cellular Data or Mobile Data<ul style="list-style-type: none">• If the option Cellular Data / Mobile Data appears, the iPad supports LTE.• If that option is not listed, the iPad is Wi-Fi only & does not support mobile internet 

If Your Device Is Not LTE (Mobile Internet) Enabled

If your student's device is not mobile internet-enabled, families may visit their local [LAUSD Region Office](#) to check out a mobile internet-enabled device or a hotspot.

Region office staff will assist in ensuring the student has a device capable of connecting to mobile internet service.

STEP 2 Verify Device Checked Out to Your Student In The Parent Portal

Families should use the **LAUSD Parent Portal** to confirm the device assigned to their student(s). Verifying this information helps ensure the correct device is activated for mobile internet connectivity and provides important information to troubleshoot.

- 1 Go to www.lausd.org/parentportal or open the LAUSD Mobile App.
- 2 Sign in with your Parent Portal username and password.
- 3 On the dashboard, find and open the Devices Checked Out section.
- 4 Confirm the device listed matches the device your student has. Check the Student Name, Device Serial Number, and asset tag.



What You Need to Know

Situation	What to Do
✓ Device matches	No action needed. Your student's device is active. If you still cannot connect to the internet, see Step 4
✗ Listed device is wrong or missing	Select the option to report a discrepancy and follow the on-screen steps.
+ Student has a device not listed	Scroll down and select Add Another Device. Enter the device Serial Number and asset tag. Need these numbers? See Step 3 below.

After You Submit

The District will review and update the device assignment. Changes appear in the portal as soon as they are confirmed by staff. You do not need to call unless the issue is still unresolved after that.

STEP 3 How to Find Your Device Serial Number and IMEI for Mobile Service Support

Chromebook	iPad
<ol style="list-style-type: none"> 1. Turn on the Chromebook and log in. 2. Click the time in the bottom-right corner of the screen. This will open the Quick Settings menu. 3. Click the Settings icon (gear icon). 4. Select Network - In the menu on the left side of the screen, click Network. 5. Open Mobile Data - Click Mobile Data. If your device has LTE service, you will see the cellular network listed (for example Verizon). 6. View Device Information- Click the listed network (for example Verizon). 7. Click Advanced to expand the list and view IMEI and SIM information. You will see the device details including: <ul style="list-style-type: none"> • IMEI number • SIM information (listed as ICCID) • Connection status 	<ol style="list-style-type: none"> 1. Turn on the iPad and unlock the screen. 2. Open Settings - Tap the Settings app (gray gear icon). 3. In the menu on the left side of the screen, tap General. 4. Tap About at the top of the screen. 5. Locate Device Information 6. On the About screen you will see the device details including: <ul style="list-style-type: none"> • Serial Number • IMEI (for cellular-enabled devices) • Carrier information If the IMEI number is not visible, scroll down the page to view additional device information. 

STEP 4 Device Not Connecting to the Internet?

If the device does not connect to the internet, follow these steps in order.

1	Restart the device completely and try connecting again.
2	Make sure Mobile Data or Cellular Data is turned ON. Chromebook: Click on the time in the bottom right corner → Settings → Network → turn on Mobile Data iPad: Open the Settings app → tap Cellular or Mobile Data → turn the toggle ON
3	Turn Mobile Data OFF, wait 10 seconds, then turn it back ON. Chromebook: Settings → Network → turn Mobile Data OFF, then back ON iPad: Open the Settings app → Cellular or Mobile Data → turn the toggle OFF, then back ON
4	Make sure Airplane Mode is turned OFF. iPad: Open the Settings app → turn Airplane Mode OFF
5	Move closer to a window or outside for a stronger signal.
6	Verify the correct device is checked out to your student in the Parent Portal .

Still not working?
Contact the
LAUSD Help Desk
(213) 443-1300

Hours of Operation: Monday–Friday, 7:30 AM – 5:00 PM

Online: helpdesk.lausd.net

Have ready: Student ID Number, Device Serial Number, Device IMEI Number (if applicable). The Help Desk may connect you with the carrier's support team if further help is needed.

You can also contact Verizon at: (855) 44-LAUDS

