

Zoom on the iPads sometimes has issues with fetching login credentials from Google. If you run into this issue, you will be stuck at a screen like this:

11:00 AM Thu Oct 15

100% 42%



Start a Meeting
Start or join a video meeting on the go

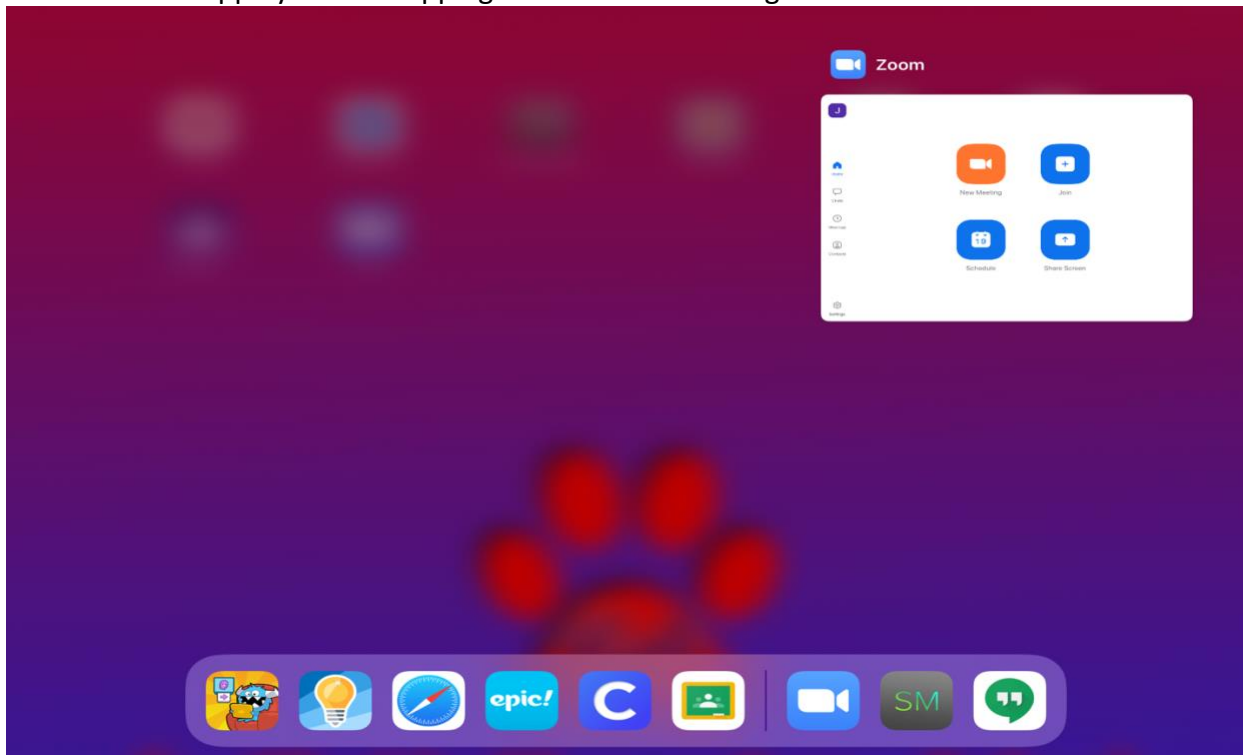


Join a Meeting

[Sign Up](#)

[Sign In](#)

Rebooting or switching apps will NOT fix this issue. The iPad does not turn off apps when it shuts down, and you will be greeted with this screen when you try to open Zoom again. You must close the app by double tapping the home button to get to this screen:



You have to tap the app and swipe upward on the screen to close it. When you open the Zoom app again, it will either take you to the Sign-In screen, or it will automatically sign you in and you can create or join a meeting.

Once again, shutting off the iPad will not solve this problem because of the way the iPad handles apps. The HASD Tech Department also recommends to go through and close all the apps once in a while to conserve battery life on the device.