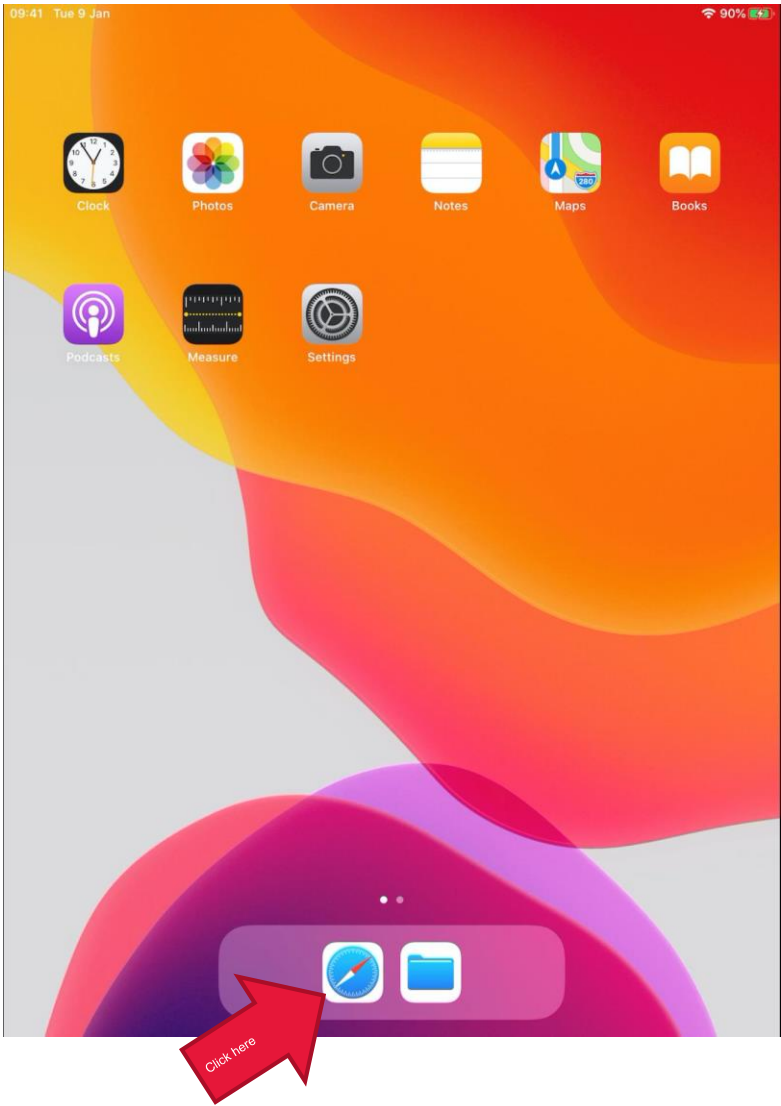


4.5.6 Proxy Settings



Proxy Authentication User Guide



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Settings

Wi-Fi

✓ IWNET

Proxy Authentication Required

Enter the password for the HTTPS proxy sw.ea.glasgow.sch.uk:8080

Username

Password

Cancel OK

Use your computer username and password here. Without it, you won't have internet access.

Field	Description	Example
Username	AD (Computer login) username of end user	AB9999X – Example of a teacher login 1510000009 – Example of login (and candidate number) of a Pupil 9009ZZAM SEEMIS number pre Oct 19
Password	The password to login to the (GSN) computer	

11 Troubleshooting

11.1 Problem : Proxy Authentication box keeps re-appearing

11.1.1 Symptom

Proxy Authentication box keeps re-appearing.

11.1.2 Solution

4 Possible reasons for Proxy Authentication error.

1. The username or password is incorrect
2. The password has expired (the 42 days expiry cycle)
3. A temporary (Reset) password needs to be changed before being used on the iPad
4. The iPad has an old version of IOS/iPadOS

	Potential cause	Solution
1	The username or password is incorrect	Key in the correct username and password combination
2	The password has expired (the 42 days expiry cycle)	Change your password on a school computer then Key in the username and new password
3	The temporary (reset) password needs to be changed before being used on the iPad	Login using your temporary password on a school computer, change it, then Key in the username and new password
4	The iPad has an old version of IOS/iPadOS	Upgrade your iPad System [Section 10.11]



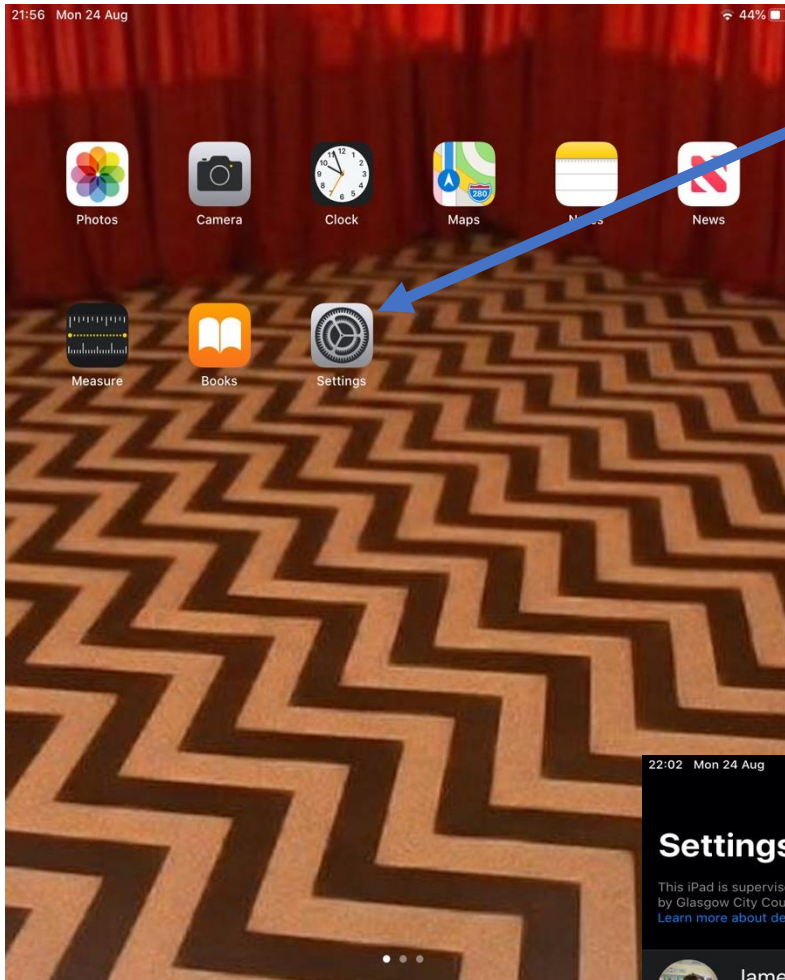
The username here is your computer username and password to access
to access the school computers on the GSN network
usually it's made of 2 initials and numbers.



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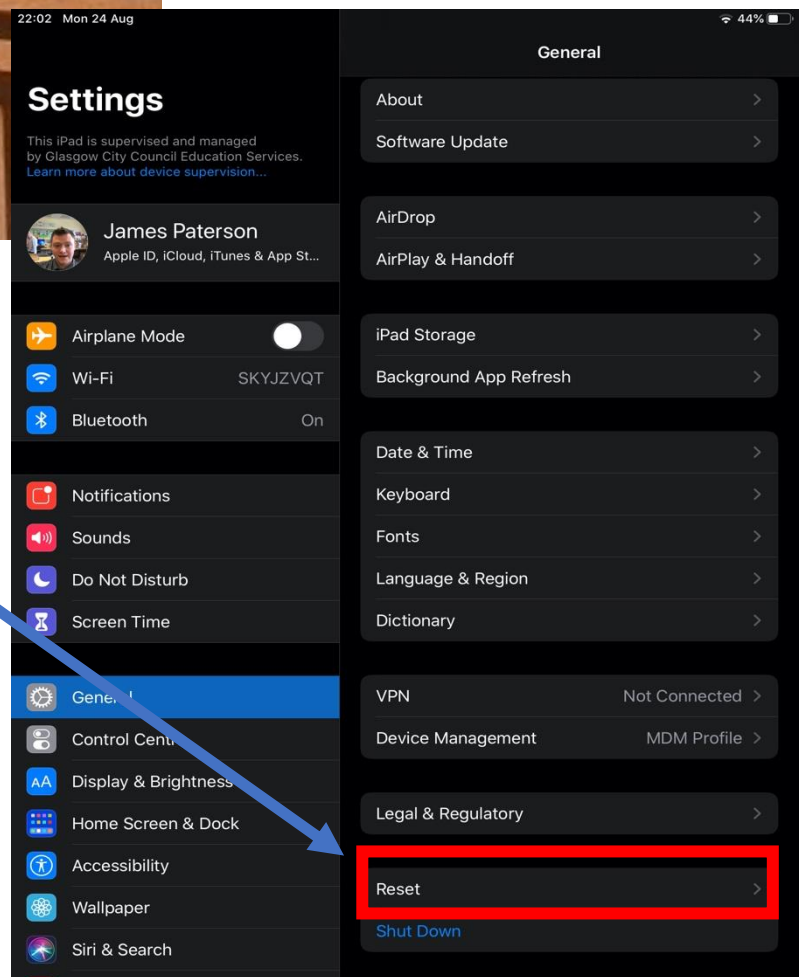
If the Proxy Authentication box does appear on its own, then you must reset the network settings of your iPad.

Follow the instructions to reset the network settings of your iPad.

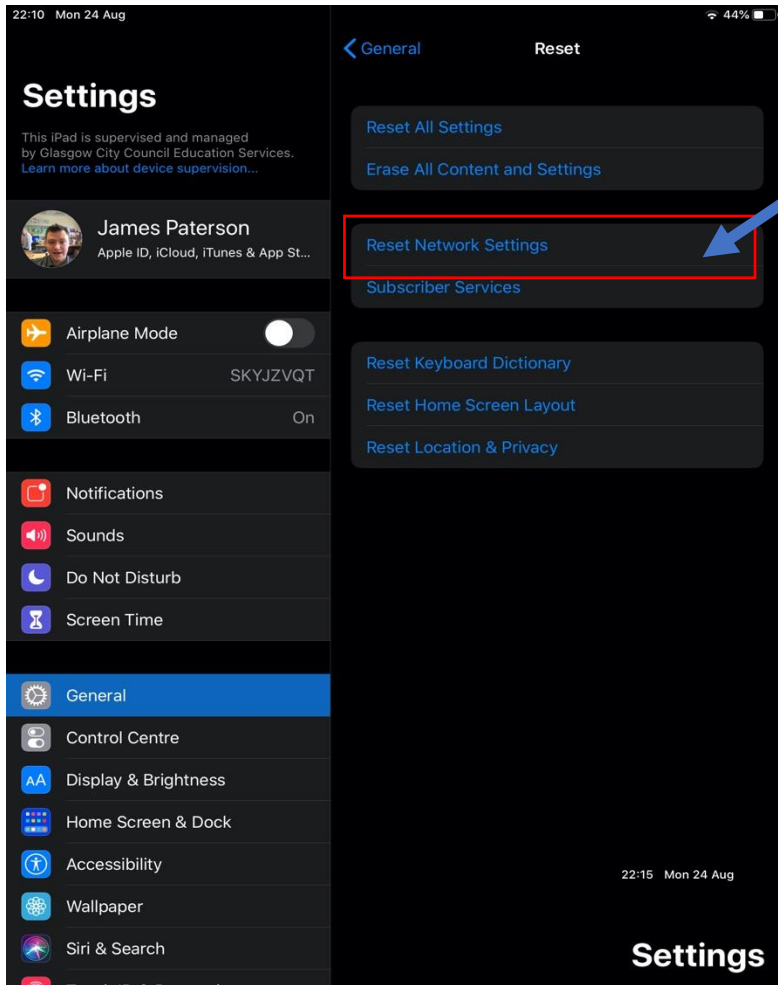


1. Click Settings

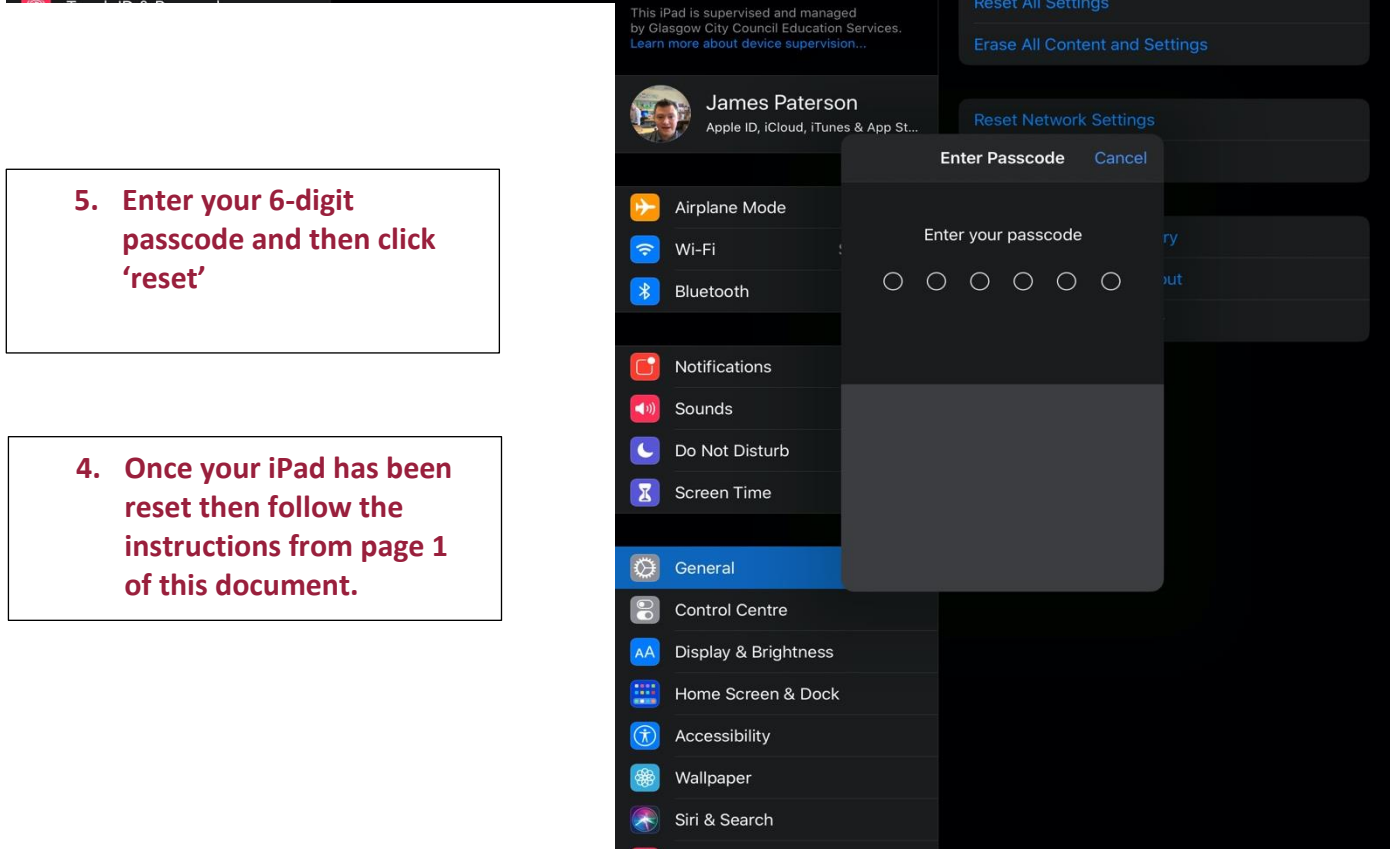
2. Within the general menu navigate to the reset option.



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3. Select 'Reset Network Settings'



5. Enter your 6-digit passcode and then click 'reset'

4. Once your iPad has been reset then follow the instructions from page 1 of this document.