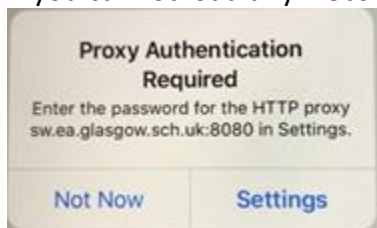


## Common iPad Problems and Solutions

(accurate to 20/01/20)

### Internet/Proxy

If you cannot load any websites on Safari, you are seeing this pop up:



Or if you have no internet, and do not see that pop up, then follow this advice.

When you see this pop up, you press **Settings** and then you must put in your **school computer username and password**.

If you press 'not now' by accident, you must repeat the first step (off/on) until you get the pop up.

If you have not got that pop up, then you simply need to turn your iPad off and on again, then go to Safari, until it appears. **You might have to do this more than once.**

If you **do not know** your school computer username/password, please reply to me as soon as possible so I can fix this for you (this can only be changed on a school computer, so may not be done straight away).

**If the proxy pop up continues to appear**, and you 100% have the correct info, you may have to put it in several times. You should also try turning your iPad off and on, making sure all the tabs in Safari are closed and you have closed all other apps (by double pressing the home button and swiping the apps upwards). For some people, pressing 'Not Now' the second time also works.

Please be aware that the proxy pop up is reappearing a lot of the time for a lot of people, across the whole of Glasgow. **You will have to be patient** while this is being fixed by the technical team in charge of all of Glasgow's iPads.

### Teams/Showbie

These apps are **also being significantly affected** by the Proxy problem mentioned above.

For some people, double pressing home and swiping the app upwards (closing the app) then reopening it has worked.

For others, turning the whole iPad off and on again has worked.

If you have an internet connection, you could also try using Safari to access Showbie.

You might try all these steps and it still does not load/let you upload your work/etc. Sadly, you will just have to be patient. Again, I have contact technical support and they are looking into this, but it may not have a quick fix. If permitted by your teacher, you could try again another day or simply return work by email - but only if asked to by the teacher.

### AppleID Password

S1-4's AppleID password is 020508

S5/6 Set their own password when they received their iPad. If they have forgotten this, they should contact Ms Lamont.

**Relevant Contacts**

Glow passwords - contact your ICT teacher, Ms Lamont or Miss Edwards for a Glow password reset.

Showbie passwords - contact one of your class teachers for this

School website/learning newsletter - Miss Docherty

General iPad Queries - Ms Lamont or Miss Edwards

Apple ID passwords – Ms Lamont

iPad Lock codes – Ms Lamont, Ms Baker or Mr Murphy

School Computer Username/Password - Ms or Miss Edwards