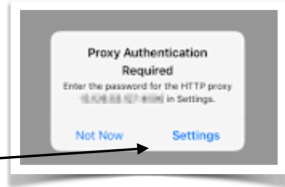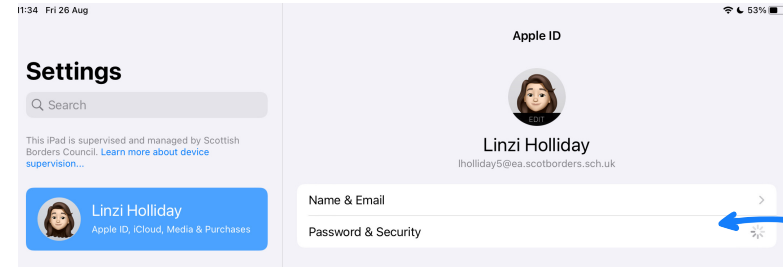# TROUBLE SHOOTING

1. Check the internet is loading pages. If not…

1. Open the **Settings app** and select **General** from the menu on the left

2. In the new menu that has popped up select **Transfer or Reset iPad** choose **Reset** and then **Reset Network Settings**

3. Enter **your passcode** when prompted and wait for the iPad to turn back on

4. Open **safari** and try to open a website or two. This will bring up the following box:

5. Tap on settings

6. Type in the proxy settings e.g. **cluster5**lholliday509   then enter your password. (Make sure you use a backslash **** after cluster5)

Proxy Authentication Required
Enter the password for the HTTP proxy
in Settings.

Not Now   Settings

2. Make sure the Apple ID is logged in

Open settings and tap on your name in the top left.

Tap Password & security

Enter password if prompted

3. Delete and Reinstall the app that isn't working

Tap and hold the app you want to delete

Tap Remove App

Switch iPad completely off and back on again

Reinstall the app from Self Service

4. If you have done all of the above and still have issues

Use the SBC WebChat app/ email
sbcservicedesk@cgi.com

 or

speak to your School's Inspire Learning Link

CGI