



## **Student iPads: Troubleshooting Connectivity Problems**

### **Quick Tips:**

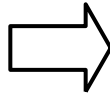
If you experience any issues connecting to the internet from outside the District network, please try the following:

1. Confirm your District iPad is connected to the wireless network at your location.
2. Confirm other devices connected to that wireless network are able to access the internet.
3. On the District iPad, click the 'Mobile Login' shortcut.
4. Enter in your District username and password, then click 'Login'.



**Mobile Login**

Shortcut

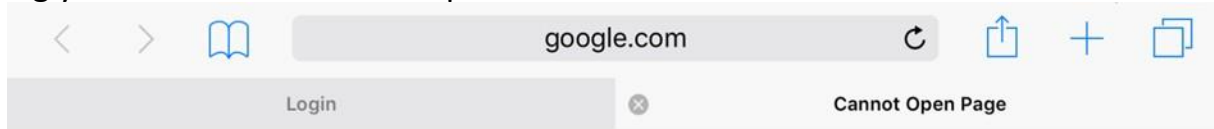


Login Page

- >

## Detailed Troubleshooting Connectivity Problems

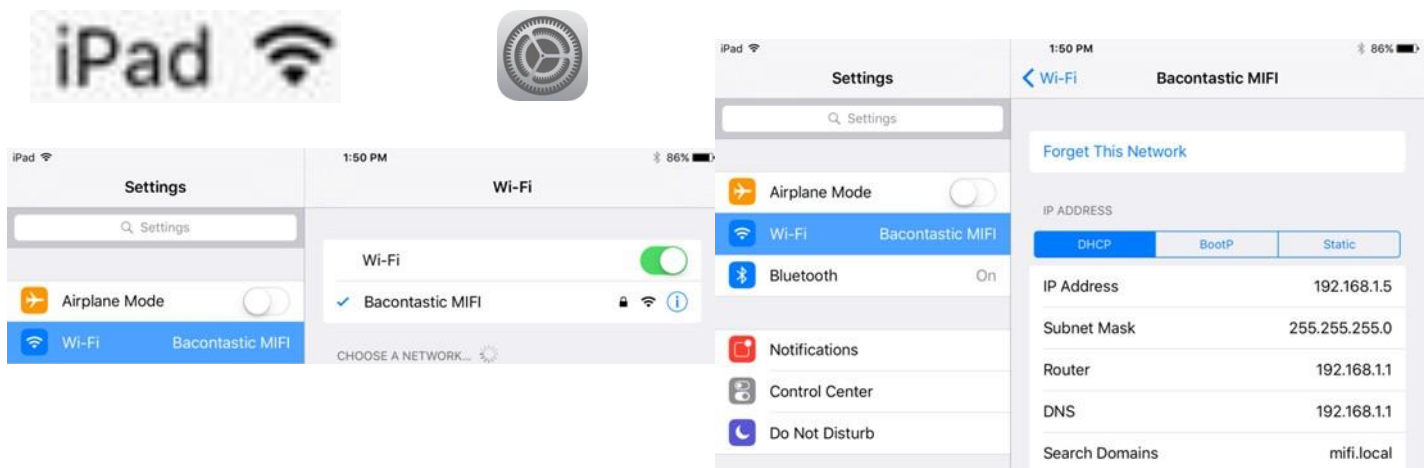
**Example 1:** Unable to connect to the internet. “There was a problem establishing a secure tunnel through the web proxy server.” Please click the ‘Mobile Login’ shortcut and sign in using your District username & password.



Safari cannot open the page.

The error was: “There was a problem establishing a secure tunnel through the web proxy server.”

**Example 2:** You are unable to login the Mobile Login page, or load the Mobile Login page. Please check your Wi-Fi connection. At first glance you should see the Wi-Fi status antenna in the upper left hand corner. Next check your wireless settings & ensure you have a valid IP address. If you have a 169.254.x.x IP address then there may be something wrong with the network you are trying to connect to, you can also try restarting your iPad. If you have a 192.x.x.x address, try closing all application & restarting your iPad.



# Troubleshooting Connectivity Problems Continued

Currently logged into IP Address 10.1.11.34



Page Blocked

[poker.com/](http://poker.com/)

Access to the requested site has been restricted due to its contents.

**Description:** Website contains prohibited Gambling content.

**Group Number:** 4

**Group Name:** 6-12 Students Web Access

**Ip Address:** 10.1.11.34

**Example 3:** You have been blocked by the NASD web filter. Please verify the URL you are trying to reach was accurately typed. If you feel you have reached this page in error or would like to request the URL be unblocked, please relay this information to your teacher. Please notate the category for the block message & the exact URL being blocked.

**Example 4:** Your internet works on public networks, such as coffee shops, but does not work at home. Please contact your local network service provider to assist you with troubleshooting individual network problems. NASD can assist with iPad related settings issues, but does not have the ability to provide full service network support for individuals.

**Continued Problems?** If you continue to experience iPad problems, please bring your iPad to the school Lab Assistant & they can assist in further diagnosing or repairing the iPad.