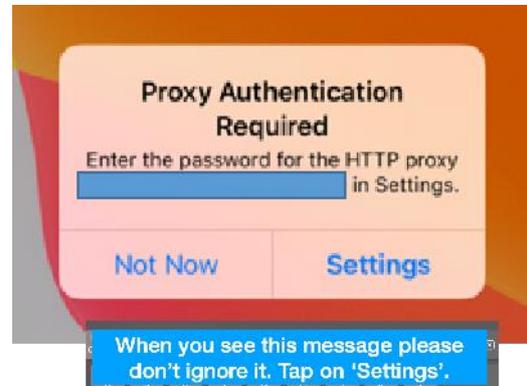


How to get onto the Internet with Proxy Authentication:

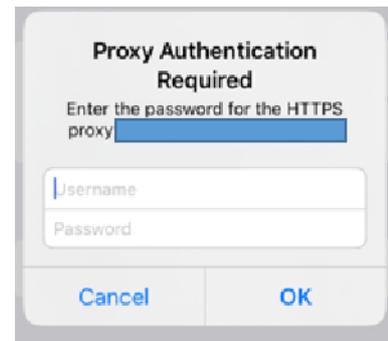
1. Proxy authentication allows you to access the internet. There are a few ways to authenticate. If this message comes up, please tap on Settings.

DO NOT ever ignore this message or you may have issues later getting onto websites and accessing links.

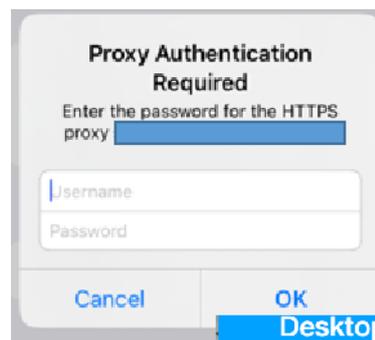


2. Enter your AD account & password as you would when logging into your desktop / laptop at school.

Proxy is like a bouncer who lets you onto the internet, email, etc. You need to show your ID to get on. This is your AD account = your school computer login & password. IF you ignore this, you will have limited access to apps / internet.



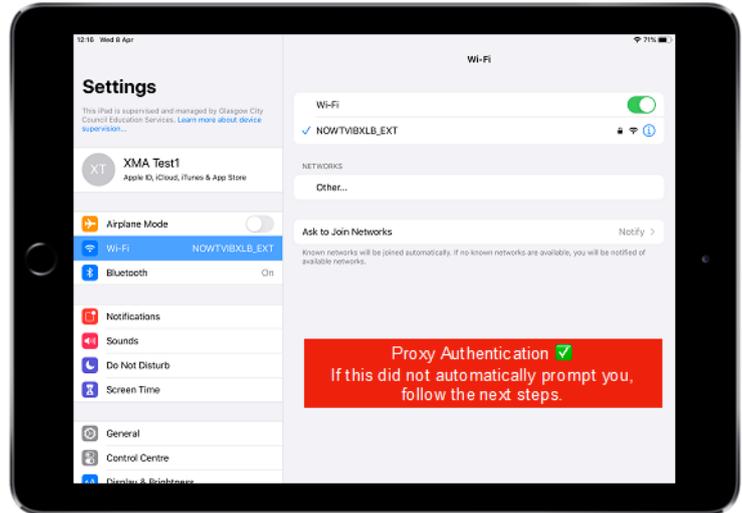
3. If the message comes up again after entering your credentials, try again and / or check your password is up to date.



Desktop Login & Password.
If this keeps coming up you have to:

1. Try your password again.
2. Do you need to update your password on your Desktop?
3. Update your iOS Software to the latest version.

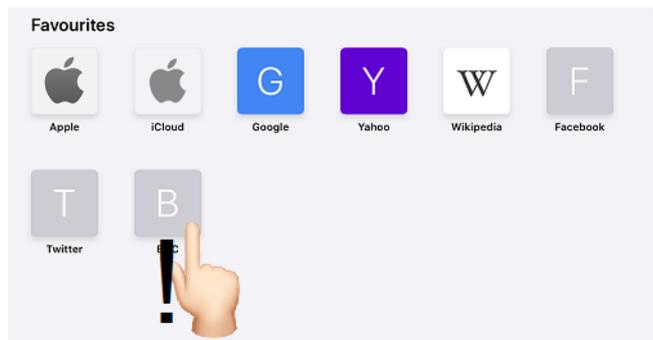
4. If successful, the prompt will disappear & you will be able to access websites e.g. BBC via Safari without it coming up again.



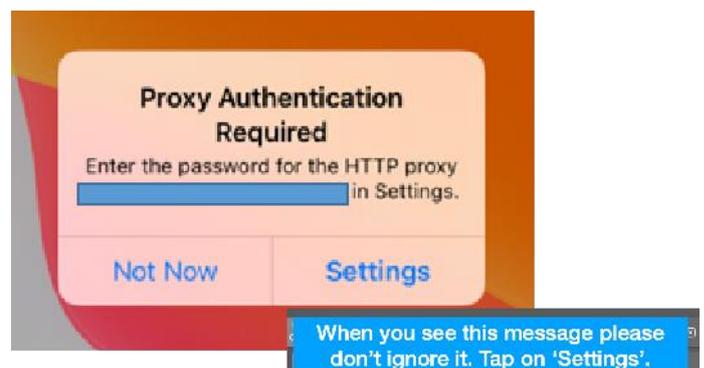
5. Try this by: Tap on Home Button > Tap on Safari & try BBC.co.uk Follow the next steps on how to do this.



6. Tap on BBC on favourites OR type in the search bar BBC.co.uk



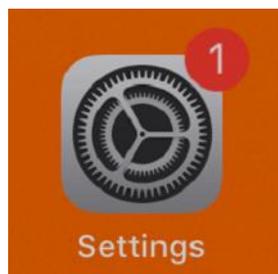
7. If successful, you will be taken to BBC. If not, Proxy will come up!



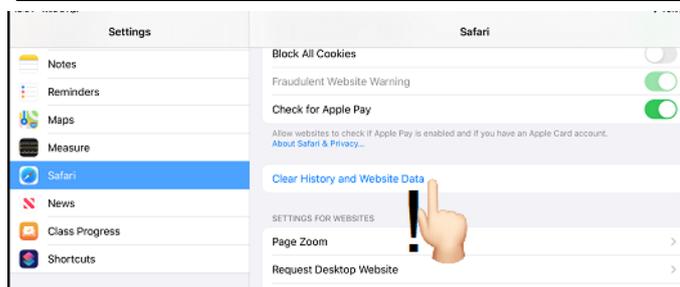
8. Follow previous steps again (2-6)



9. If the Proxy Authentication Prompt does NOT come up / you cannot access the internet, follow the next steps. Go to Settings.



10. Scroll down on the left-hand side of Settings & Tap on Safari > Tap on "Clear History & Website Data" on the right-hand side menu.



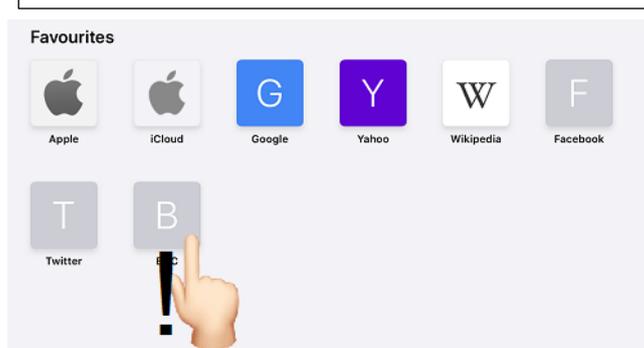
11. Tap on "Clear".



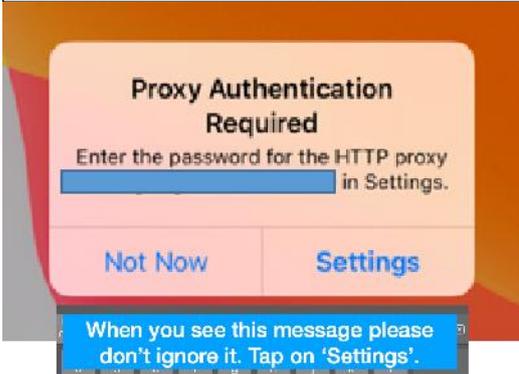
12. Tap on Home Button > Tap on Safari.



13. Tap on BBC on favourites OR type in the search bar BBC.co.uk



14. If successful, Proxy Authentication will come up and follow steps 2-6.



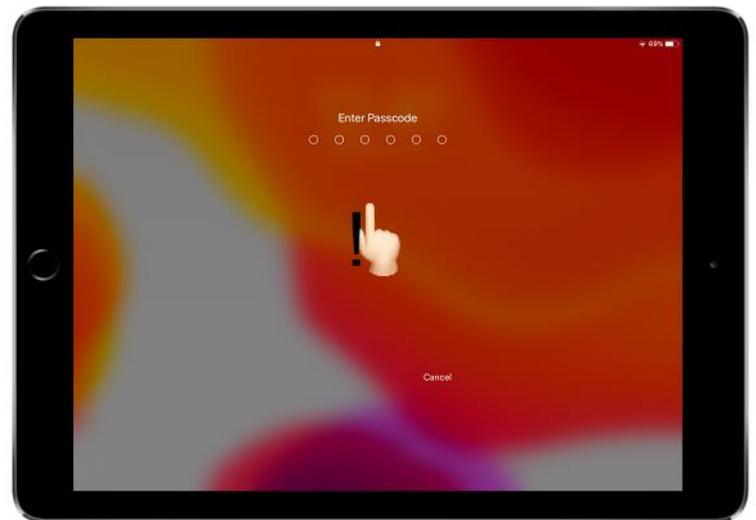
15. IF NOT, you may need to restart your iPad by switching it on & off again.



16. To switch off, press and hold the sleep/wake button & follow the prompts to swipe. Wait 10 secs & switch on by holding down until the Apple icon appears.



17. Enter your passcode (6 digit PIN)
Follow steps 9-14.



18. If successful, you will be able to access permitted content as per GCC via Safari.



Remember if you have issues with any of the above steps, please contact the Connected Learning Team.