

[Internet connection issue](#)

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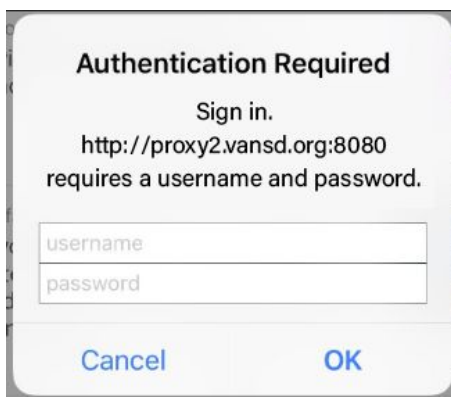
Other issues:

[Caps lock stuck on](#)

[Pop-up Blocker](#)

IMPORTANT: Proxy authentication window

Watch for a proxy authentication prompt--if this is dismissed without entering login, apps can't install and most online functionality of the iPad will fail. To get the proxy window to appear, turn the device off and on, then launch Safari. The username is the student's ID and the password is their 8-digit birthday (except preschool devices--username is **esx** and password is **wer**).



Authentication Required

Sign in.
http://proxy2.vansd.org:8080
requires a username and password.

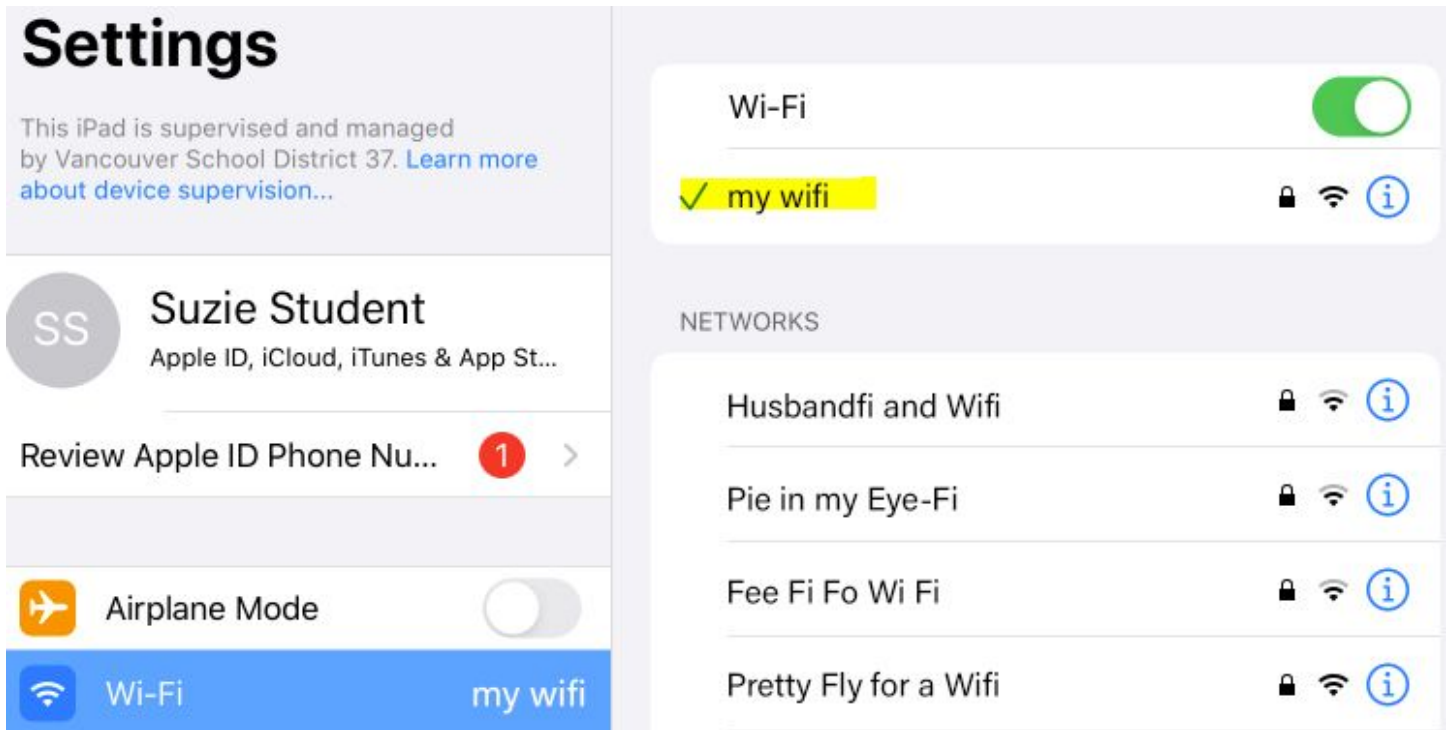
username

password

Cancel OK

Internet connection issue

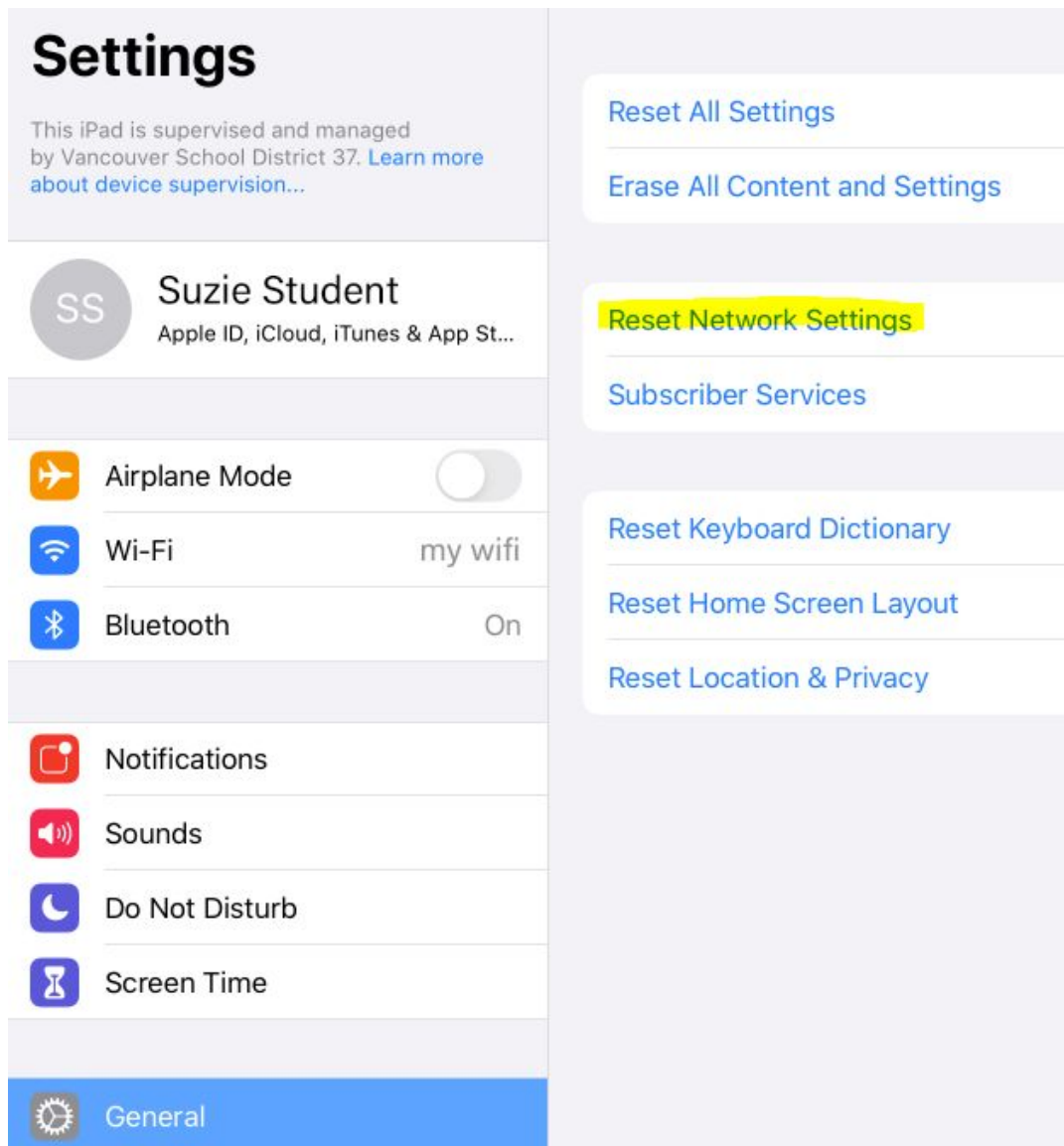
1. Check whether apple.com loads and click a link on the page to verify it's working
2. If it doesn't work, the device may not be correctly connected to home wifi (is wifi on and device shows a signal? Can other devices connect?)--if necessary go to **Settings > Wifi**, click on home wifi link, and select **Forget this network**, then reconnect



3. If apple.com works, go to Google.com, Bing.com & Yahoo.com--if they work, the Internet is good! (If so then whatever action you're unable to complete is due to a different issue, not an internet connectivity issue. View the links at the top of this site for other possible issues.)
4. If they do not work, open the Zoom App which should launch the proxy window. ([See steps to log in to proxy.](#)) If this does not prompt for the proxy login or you do not have Zoom, continue to step 5
5. Repeat the test on the websites above. If not prompted to log into proxy continue to step 6
6. Turn the device off and back on, then open Safari, which should trigger a proxy login. Test the websites again. If not prompted continue to step 7
7. Check the iOS version (Settings > General > Software Update) and update if not on IOS 13.2 or later, then open Safari to trigger a proxy login. If not prompted, continue to the Network Reset steps below

If Internet still doesn't work (and you have a good connection to their home wifi) try Network Reset:

Go to **Settings** > **General** > **Reset** and tap **Reset Network Settings**. Enter screen lock passcode when prompted

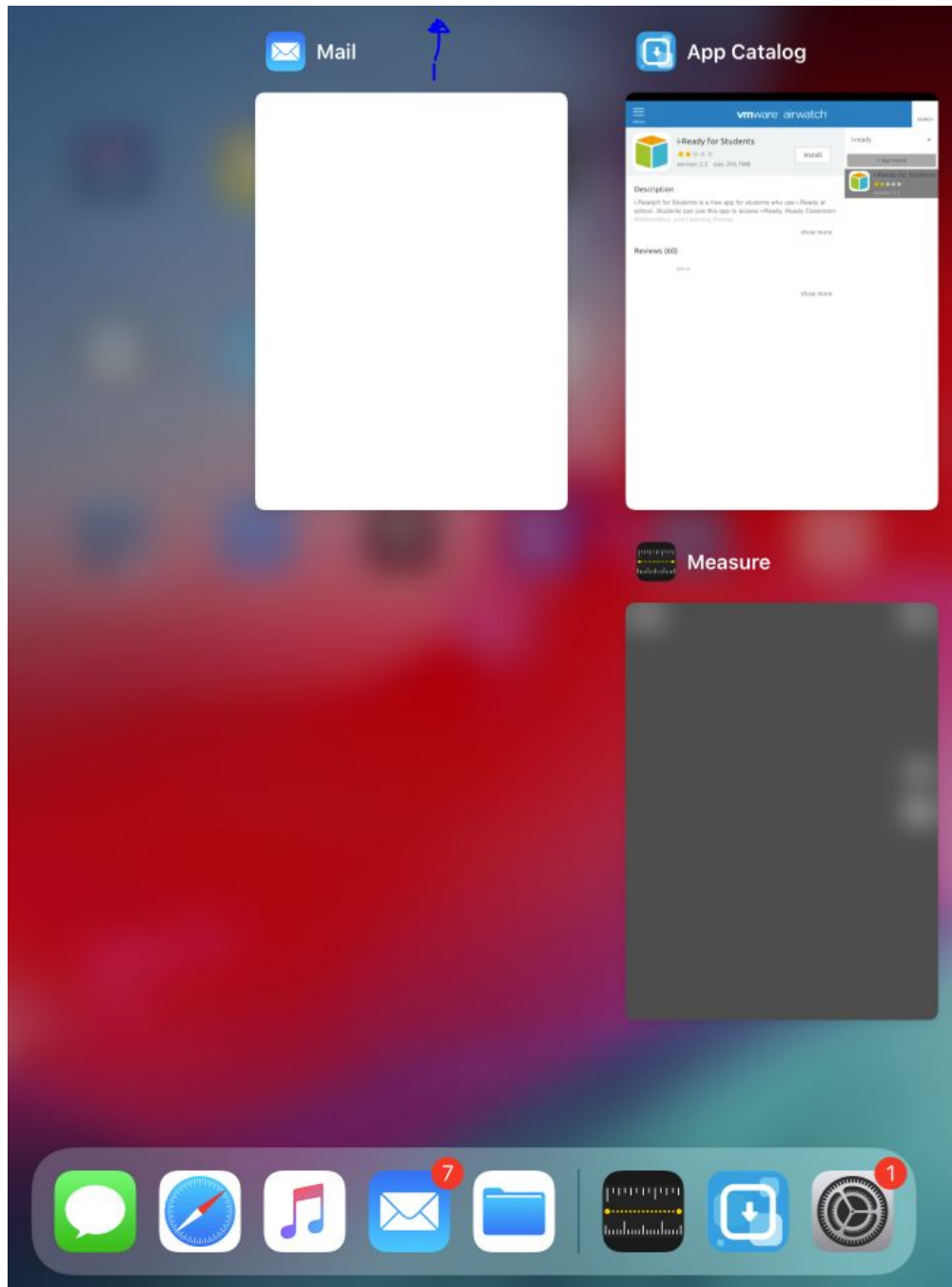


After this has completed you will have to reconnect to wifi (**Settings** > **Wifi**, select SSID, enter password)

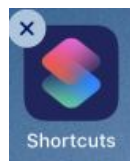
After reconnection watch for the proxy popup; enter student ID# and password (eight-digit birthday)

App won't launch from desktop

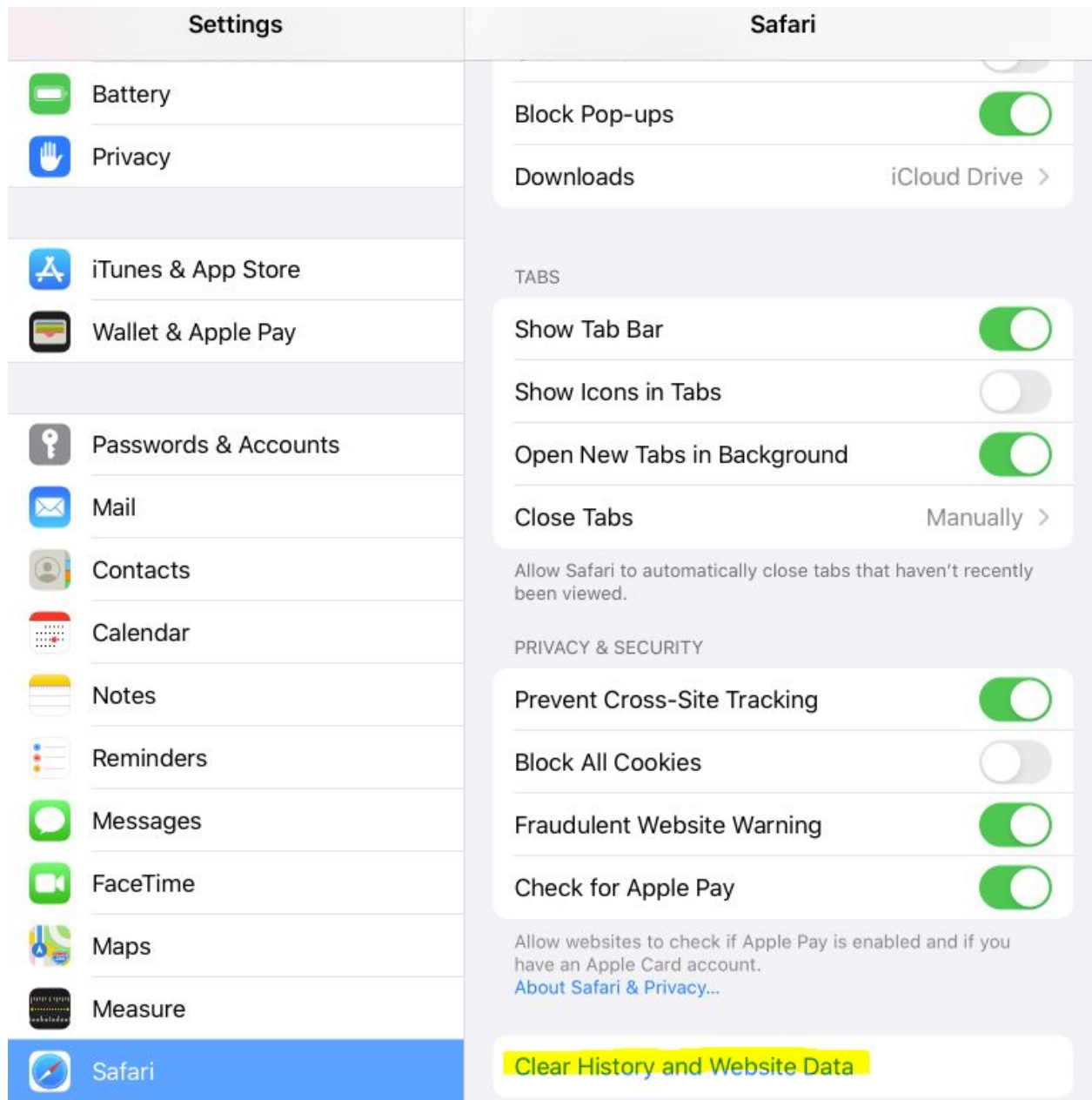
Double-click Home button--if the app shows up, swipe up on it to close it



Hold down the app icon until it jiggles, then click the X (this uninstalls it)



Clear Safari cache: go to **Settings** > **Safari**, at right click **Clear history and Website Data**, and confirm

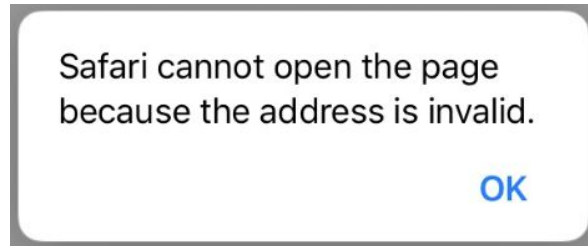


Try installing the app again and launch when it's done installing. If it still doesn't work, do a hard reset: hold down the **Home** button and the **Power** button together until the device shuts off and the Apple logo appears. Release both buttons and when the device has restarted, try installing/launching the app

Apps won't launch from Clever

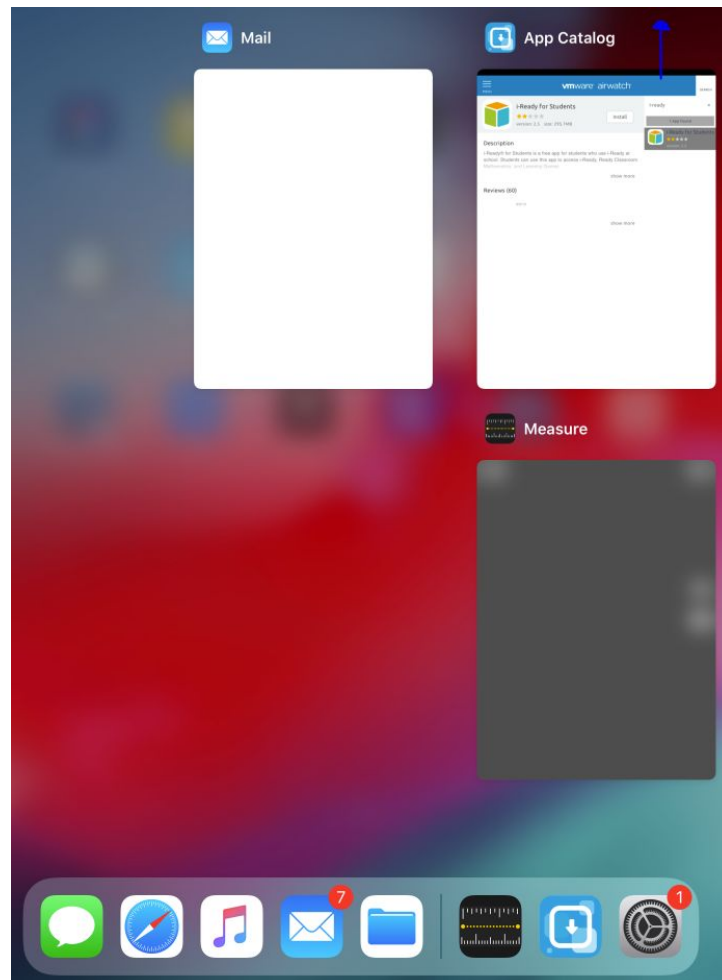
If it shows the message "Safari cannot open the page because the address is invalid" then that app must also be installed from the App Catalog. If there is no message but the app won't launch from Clever, check for the app. If the app shows up on the desktop, follow the [App Won't Launch from Desktop](#) instructions to uninstall/reinstall. Once the app is installed, launch it from Clever.

The Better Immersion app is inside of Clever and does not need to be downloaded.

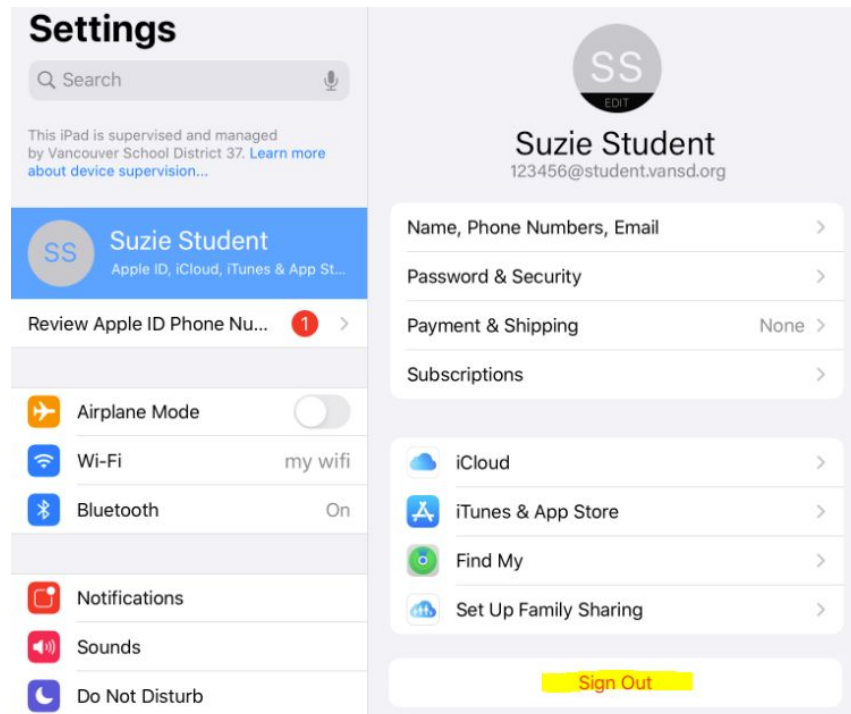


App won't install

Sometimes, quitting the App Catalog (Double tap the home button and swipe the App catalog up) then going back in and re-downloading the app can jumpstart it



If that doesn't work: sign out of Apple and sign back in (click student's name at top of settings, click **Sign Out**, then click **Sign In**)

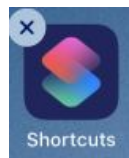


Some apps can be very slow to download--sometimes it can take up to 24 hours!

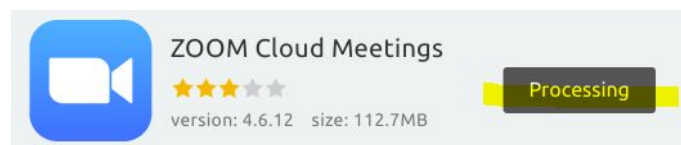
If the measures above do not work and you need a specific app that will not install, you'll need to bring the iPad to the Help Desk. The Better Immersion app is already in Clever--it is not necessary to download it again outside Clever.

App stuck on "Processing"

Uninstall app (holding down icon until it jiggles, then click X).



Open the App Catalog and tap the install button for the app, wait for the message at the bottom of the screen to disappear then rapidly tap the processing button (where install button was) until a new message appears at bottom. Sometimes this can jumpstart the installation process. If it doesn't, try steps for [App won't install](#)



App says it requires payment

Some Apps are not completing the install (may be greyed out) and show a request to pay for or license the apps, or otherwise needing an iTunes account. These errors should only be coming from the Apple iWorks Suite (Pages, Numbers, Keynote, iMovie, GarageBand etc.).

Delete app by holding down the app icon until it jiggles, then click the X (this uninstalls it)



Reinstall from App Catalog

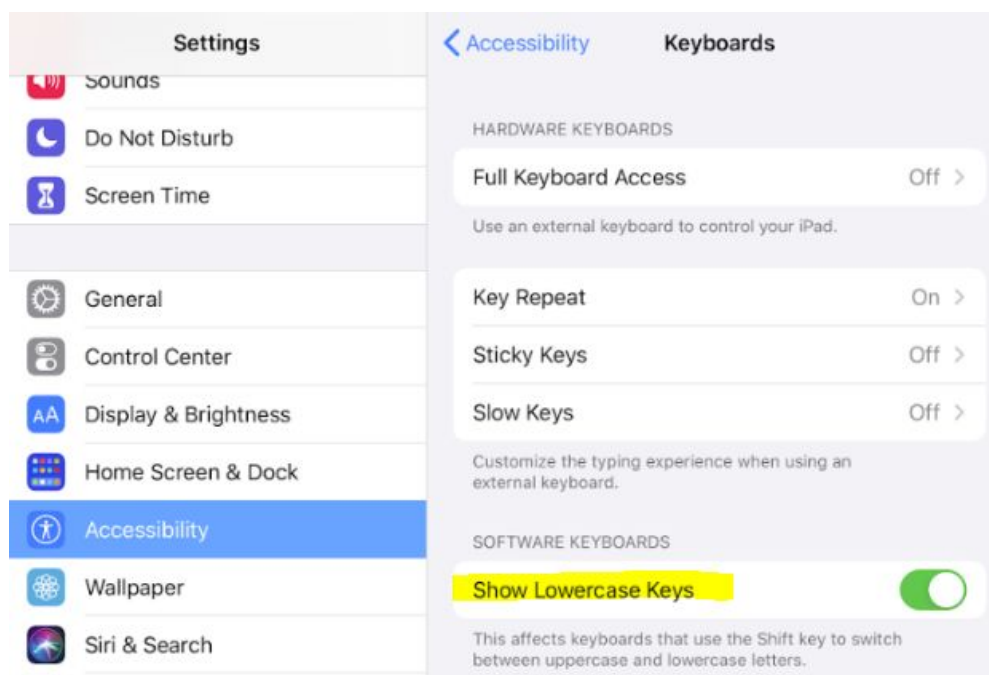
App isn't in App Catalog

If an app that teachers are requesting students download doesn't appear in the catalog, it is most likely out of licenses.

Caps lock stuck on

The shift key on the keyboard (up arrow on right and left sides) may have been locked. If so, it would be filled-in black with a line under it. If you tap it again, it should turn off caps.

If that doesn't do the trick, go to **Settings > Accessibility > Keyboards**. Make sure **Show Lowercase Keys** is enabled (green).



Pop-up Blocker

Go to **Settings** > **Safari**. On the right side check to make sure **Block Pop-ups** is off (should be gray instead of green).



Device Swaps - M-TH 8-4PM, F 8-3PM

ITS HelpDesk, 2901 Falk Rd., Vancouver, WA 98661

Corner of Falk Rd. and Plomondon St. (southwest corner of the building), first door that faces Plomondon St. and has a green piece of paper that says ITS on it (there are signs on the sidewalk too) - [Map](#)