iPad - How to connect your iPad to Wireless (Wi-Fi)

Student iPads at Jeffco Schools are setup to use a proxy server to filter their Internet content. This helps protect students from inappropriate content. There are a few issues related to connecting to wireless outside the district.

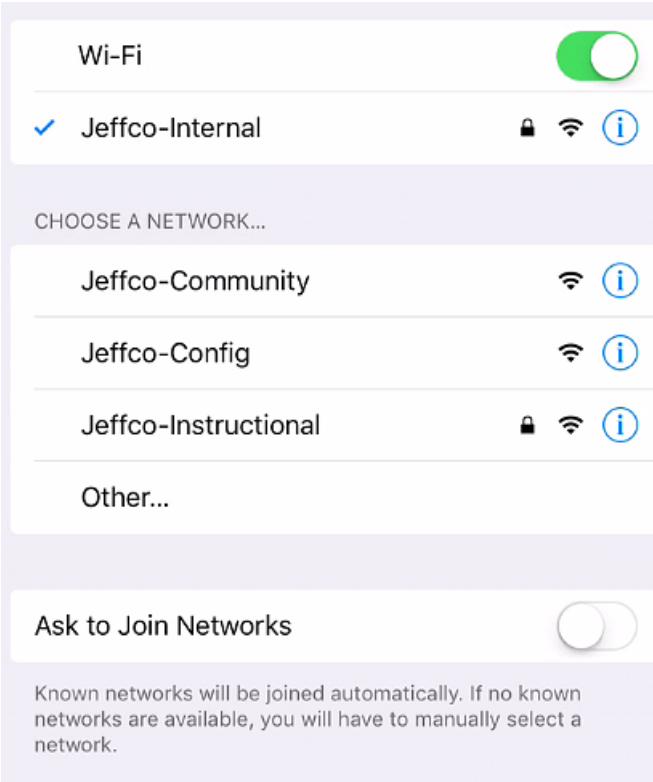## Connecting your iPad to a Wireless Network (Wi-Fi)

1. From your iPad, tap on the **Settings** icon.
2. From the **Settings** screen tap on

    .
3. Make sure **Wi-Fi** is set to **ON**:

4. Select the wireless connection you wish to connect to. For example (you may see other wireless connections depending on your location):


   a. Networks with a lock next to them require a password.
   b. Networks without a lock do not require a password, but may have other security.
   c. If you have issues connecting to the network, you may need to contact your Internet Provider for further instructions.

5. Depending on your wireless settings, it may prompt you for your password:

Web Filter Login

When you take your iPad to an outside Internet Connection, you may be prompted by this screen when using Safari:
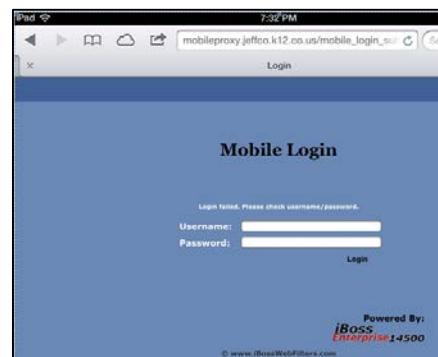
You should have an icon on your iPad that points directly to the iBoss filter. If you do not have the icon, and Safari does not automatically point to the login, you can go to this address:

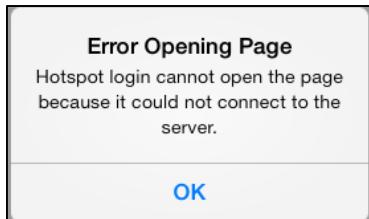https://mobileproxy.jeffco.k12.co.us/mobileLogin

Please enter **student** for both the username and password and then open Safari to login before you try downloading any apps from the Jeffco App Catalog on a new Internet connection.

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Basic Troubleshooting

Refresh the page

Clear the error and then refresh the page. You should try refreshing the page a couple times before moving on to the next troubleshooting step.

Error Opening Page
Hotspot login cannot open the page because it could not connect to the server.

OK

Click on the circular icon next to the web address:

idm.jeffco.k12.co.us
Schoology Login

Turn Wi-Fi off then back on
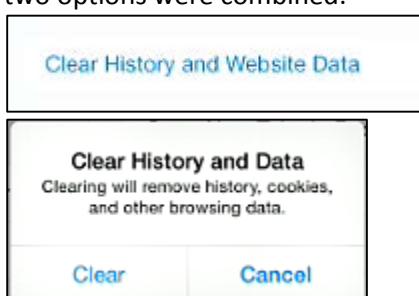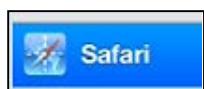
1. Open **Settings**.
2. Select **Wi-Fi**.
3. Tap the switch to off.
4. Wait 30 seconds and then tap it back on.

Wi-Fi   ON

Clear History

Some other issues can be resolved by clearing the Internet Cache on the iPad. This is more effective when you have turned the wireless off.

1. To do this, tap on **Settings** and then tap on **Safari**.

   Safari

2. With iOS 8 and above, these two options were combined:

   Clear History and Website Data

   Clear History and Data
   Clearing will remove history, cookies, and other browsing data.

   Clear   Cancel

Restart the iPad

1. Hold the **Sleep/Wake** button located on the top right of your device until the red slider appears.

   > slide to power off

2. Slide to power off the device.
3. After the device turns off, press and hold the **Sleep/Wake** button until you see the Apple logo.

Move closer to your wireless modem.

Many things can cause interference with your wireless signal. Microwaves, cordless phones, lights and other electronics, walls, your neighbor's wireless and even people can cause interference. Make sure you are very close to your wireless modem and see if the connection works better.

Change settings on the Internet Connection

1. Open **Settings**.
2. Select **Wi-Fi**.
3. Select your Internet Connection. If prompted, enter your security key for your wireless.

   Cancel   **Enter Password**

   Password

4. Once you connect, click on the **Information** button.

   🔒 📶 ⓘ

5. Change the Auto-Login option to **Off**.

   Auto-Join   ◉
   Auto-Login   ○

Captive Portal Connections

Another issue is with Internet connections that use Captive Portal. This includes places like Starbucks that pop up a screen to accept their use agreement before you can use their Internet connection. Some of these connections will not work. Others will work with the same level of success as home use. Although we are trying to resolve this issue, we cannot control how these networks are setup.

Additional troubleshooting:

Apple has some additional troubleshooting tips on their website: http://support.apple.com/kb/ts1398

If you still cannot get your device to connect, please fill out the form at the link below to help us identify and potentially solve common connectivity issues.
http://goo.gl/jUpJYC