KSS ‘How to… reconnect your iPad to the internet’ guide

Periodically, a pop-up box will appear on your iPad asking you to ‘authenticate proxy settings’.

When this appears, you should select ‘Settings’.

This will cause another pop-up box to appear. You should enter your username and password for logging into a school computer.

If you select ‘not now’, your iPad will eventually be blocked from accessing the internet.

Follow these steps to authenticate your proxy settings:

1. Power your iPad fully down
2. Switch the iPad back on and go to settings
3. Find safari and click on it
4. Scroll down until you see ‘clear website history and data’ and click this
5. Go into the safari app and type in www.bbc.co.uk
6. A pop-up box should appear asking you to ‘authenticate proxy settings’.  Click on settings.
7. When the next pop up box appears, you should enter your username and password for logging into a PC computer in school

This should allow you to access the internet

If it doesn’t work first time, try the steps again and make sure that you enter your details correctly.

If that doesn’t work, you will need to see a teacher in school to check your username or reset your password.