## Knightswood Secondary School - Wikipedia

**KSS REMOTE LEARNING**

**FAQ’s**

*Many issues that our young people are experiencing can be resolved using our ‘how to’ guides located on our school website. Below you will find the most common issues. Please visit our school website in the first instance and if you are unable to resolve your problem, then you are welcome to contact us in School.*

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| Issue | How to resolve your issue |
| *Nothing will load on my safari* | This is a proxy issues where you will require your computer log in.  If ‘*proxy authentication*’ doesn’t appear, please complete the following steps.  1. Go to *settings*  2. Click on *Safari* from the apps on the left-hand side  3. Scroll down and select ‘*clear history and website data*’  Proxy authentication should appear now. If not:  4. Turn iPad on and off  5. Go back onto safari |
| *I don’t know my proxy log in?* | Join our Genius Bar drop-in sessions on either a Tuesday or Thursday lunchtime through the link in your Soc Ed classes. We will be able to reset it there. |
| *I don’t know my apple ID?* | Join our Genius Bar drop-in sessions on either a Tuesday or Thursday lunchtime through the link in you Soc Ed classes. We will be able to reset it there. |
| *I can’t remember my iPad passcode to unlock it* | Please contact the school via email or phone to arrange a time to speak with Mrs Seagrave or Mr Hood. |
| *My iPad sometimes doesn’t work as well as it used to.* | Ensure your iPad is fully up to date.  Check this by:  1. Go to *settings*  2. Click on *general*  3. Select *software update*  This will show you if there are any new updates for your iPad. |

<http://www.knightswood-sec.glasgow.sch.uk/PlainText/PlainText.aspx?SectionId=dde5e904-642f-4368-8b91-02edc2d9a643>