


<p>Problem: "Proxy Authentication Required" error</p>	<p>Solution:</p>  <p>1. Reinstall iboss app 2. Restart iPad 3. Reset network settings: Settings-->General-->Reset-->Reset Network Setting 4. Reset all settings: Settings-->General-->Reset-->Reset All Settings</p> <p>Note: Do not turn off the VPN. It MUST be on in order to connect to the internet.</p>
<p>Problem: Cannot join Teams meeting.</p>	<p>Solution: Go to settings (iPad settings, not Teams), scroll down to Teams and turn on "Clear app data". Close Teams app and reopen. This will reset the data in your Teams app. If you still can't access your class, try joining Teams through Safari. If it kicks you back into the app, request to have the app removed by Mr Doyle in the library.</p> <p>Note: Make sure that your iPad iOS is up to date. As of 10/16/20 the latest version is 14.0.1.</p>
<p>Problem: Cannot join Google Classroom/Meets meeting.</p>	<p>Solution: Try accessing through Safari or Chrome. If one doesn't work, try the other. If it kicks you back into the app,</p>

	<p>request to have the app removed by Mr Doyle in the library.</p> <p>Note: Make sure that your iPad iOS is up to date. As of 10/16/20 the latest version is 14.0.1.</p>
<p>Problem: iPad is frozen, or locked into an app.</p>	<p>Solution: Do a force shutdown by holding down the power button and home button at the same time until the screen goes black. Then power your iPad back on.</p>
<p>Problem: What is my username and password for Jupiter Grades?</p>	<p>Solution: Your username is your student ID or name. Your password is your 8-digit birthdate. If that doesn't work, you will need to reset it from the Jupiter login screen.</p>
<p>Problem: I forgot the passcode to my iPad</p>	<p>Solution: You will need to bring the iPad to the library and have Mr. Doyle clear the passcode.</p> <p>Note: If you forget your passcode, don't keep trying to guess it. You may eventually disable your iPad and it will need to be restored, erasing all of your data.</p>
<p>Problem: My iPad says "iPad Disabled. Connect to iTunes."</p>	<p>Solution: You will need to bring the iPad to the library and have Mr. Doyle restore your iPad. All data on the iPad will be lost.</p>

<p>Problem: Notability is not backing up to Google Drive</p>	<p>Solution:</p> <ol style="list-style-type: none">1. In the Notability settings, go to Auto-Backup and turn it off then turn it back on.2. In the Notability settings, go to Manage Accounts and log out of your Google Drive, then set up Auto-Backup again.3. Update Notability by going to the Catalog and re-installing it. If there is a newer version available, it will install over the old version.4. Come to the library to see Mr Doyle so he can delete the Notability app for you. <p>Note: When backing up your Notability to Google Drive, make sure to change the file format from Note to PDF. It's under Google Drive Settings in the Auto-Backup section.</p>
<p>Problem: Cannot connect Bluetooth device to iPad.</p>	<p>Solution: Come to the library and see Mr. Doyle so he can remove the Bluetooth restriction for you.</p>
<p>Problem: iPad is not charging.</p>	<p>Solution: Come to the library we can give you a replacement charger. In the event it's a problem with the iPad, a new one will be assigned.</p>

	Note: Most of the time the problem is a bad cable, so that will be the first thing that's replaced.
Problem: iPad will not turn on.	Solution: Hold down the power button and the home button at the same time until you see the Apple logo on the screen. It may take as long as 30 seconds.
Problem: No option to submit assignment in Jupiter Grades	This typically happens when the teacher has not enabled the option to turn in assignments after the due date. Let the teacher know and they should be able to fix it.

You can also come to the library before school, during nutrition break, during lunch, and after school for help.