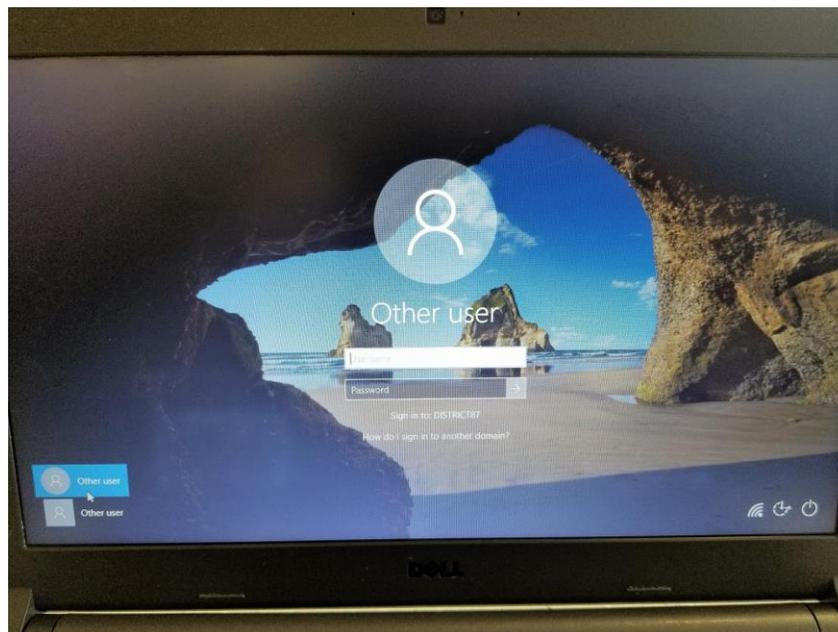
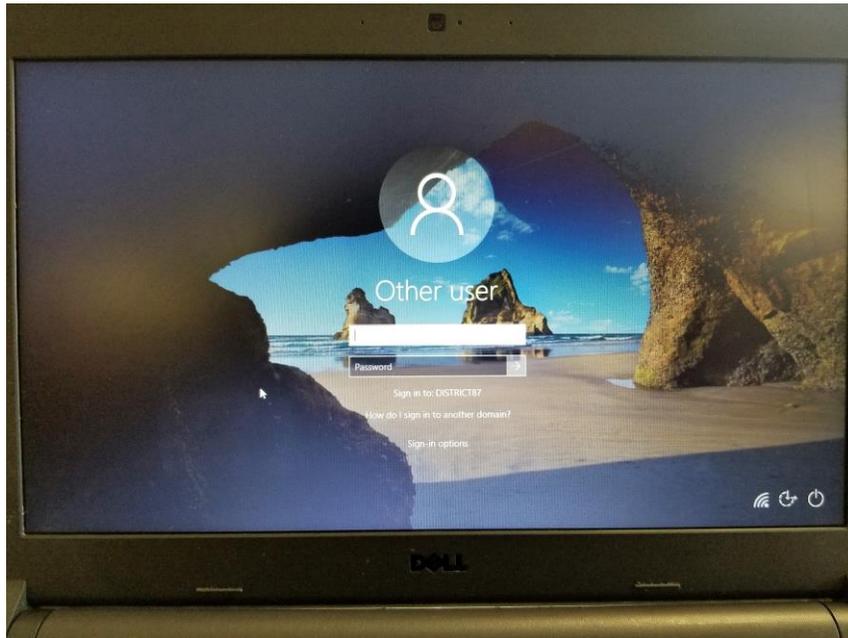


## Home Access Troubleshooting

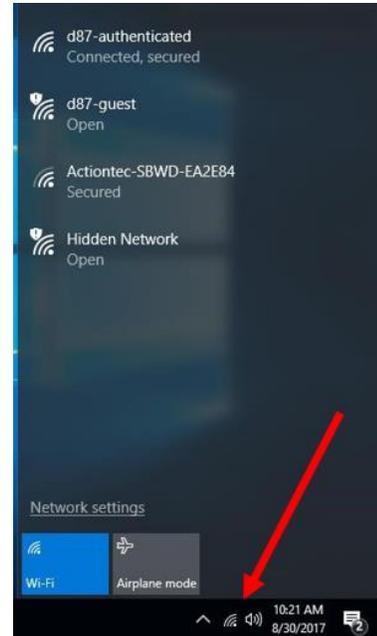
If you are having trouble accessing your HOME WIFI NETWORK, please try the following troubleshooting methods.

Upon login, you should see one of these two screens:

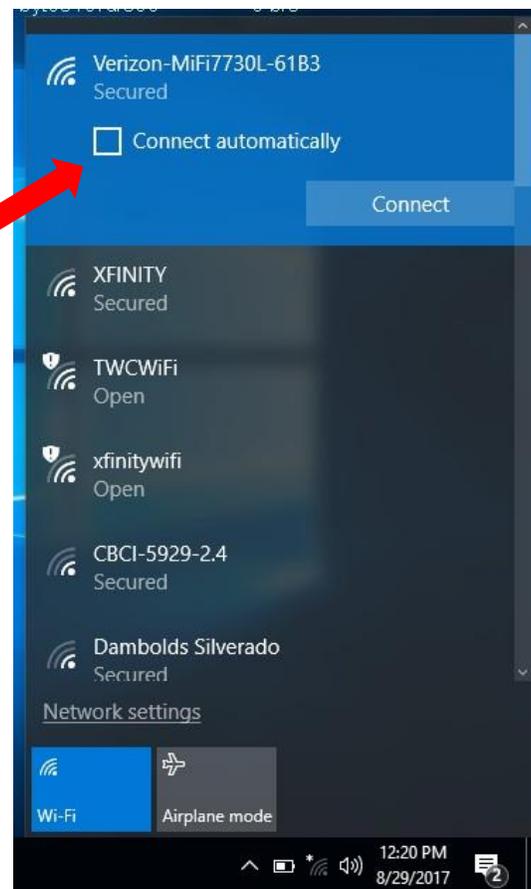


At this point, login with your standard district credentials.

Once logged in, connect to your home wireless router.  
Click on the Network Icon in the System Tray in the lower right corner of your desktop. Select your home wifi network and enter its password.



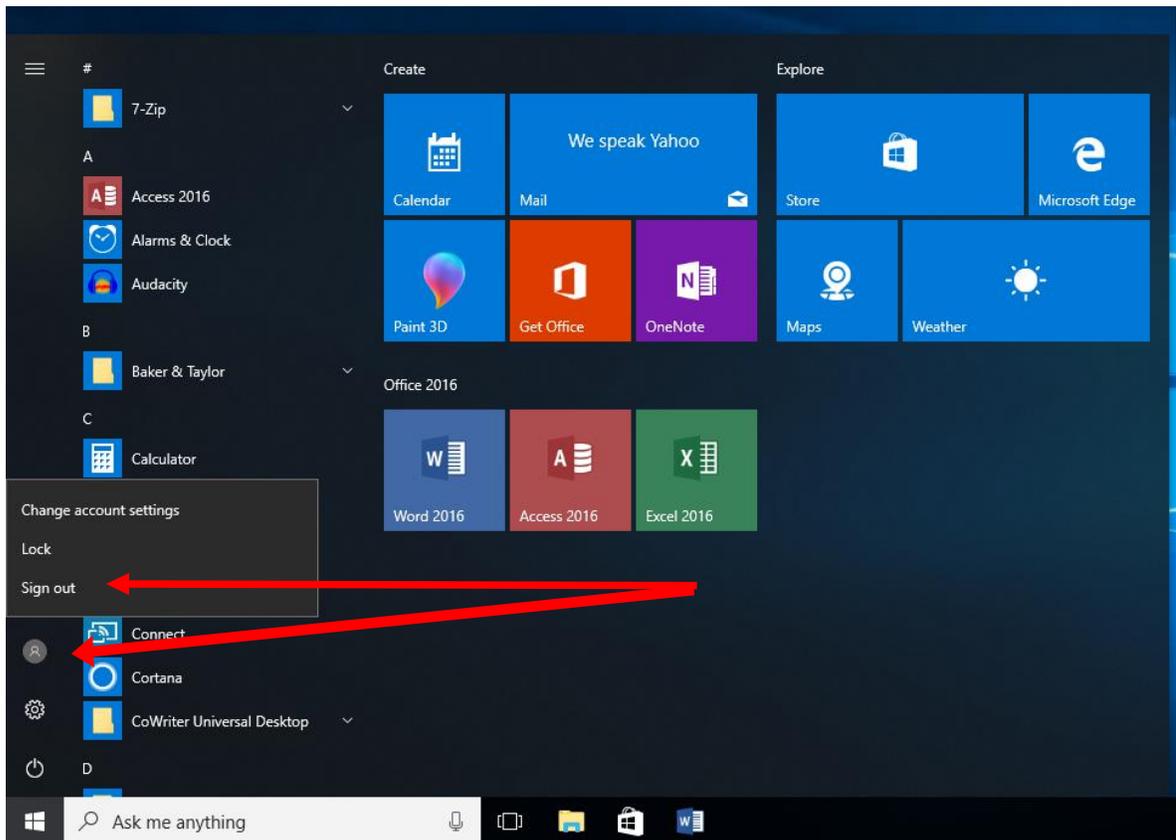
It is important to select the option  
“Connect Automatically,” seen below.  
If you do not check this, Global Protect software may  
not connect properly upon logins/reboots and you  
will not have internet connectivity.



### Additional Troubleshooting:

If clicking on “other user” or the “global protect icon” does not work, or you are unsure if you chose the correct selection, here are some additional steps.

Try **signing out** and **signing back in** (not a restart). The sign out option is found here:



Check the status of the global protect icon on your system tray. If it appears with a red “x” as seen in figure 2a. or remains a solid grey with 3 pulsating dots as seen in figure 2b., you will not have internet connectivity. Wait for a moment before you do anything, as it may be taking a moment to connect. If the issue persists, ensure your home wifi is configured properly and attempting to connect. When Global Protect has connected properly, the icon will have a tiny house picture, as seen in figure 2c.. At this point, you will have internet connectivity.

Figure 2a.

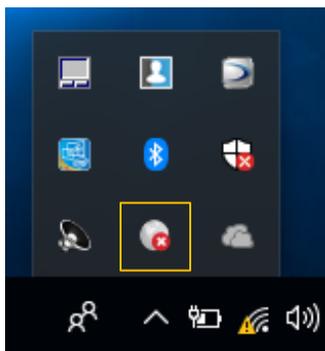


Figure 2b.

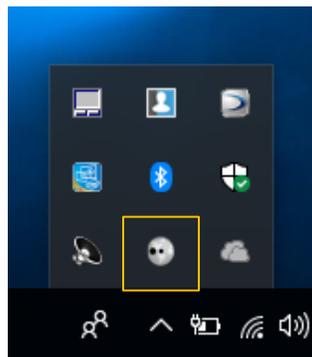
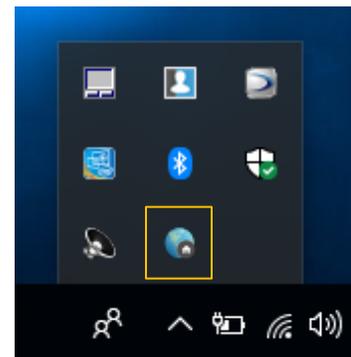
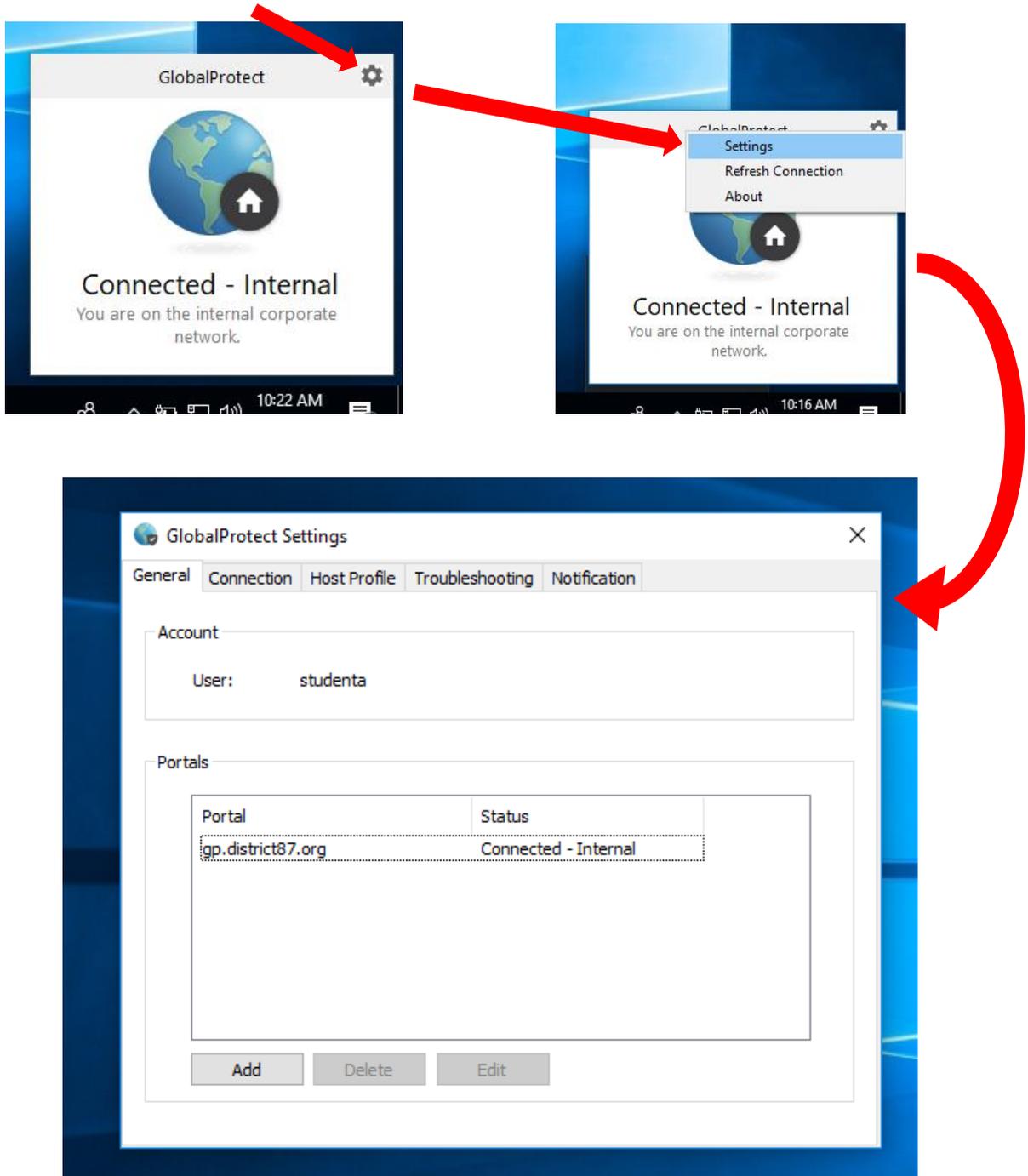


Figure 2c.



Also be sure that the portal is currently set to "gp.district87.org" by navigating to the system tray, and then left clicking on the global protect icon. Once the global protect window opens, left click the gear icon and then navigate to "settings" in the following drop-down menu. A new window will open in the center of your desktop. Left click on the "General" tab if it is not already selected. In the "Portals" portion, only the "gp.district87.org" portal is needed.



If you are still having issues, it may be possible to connect by manually entering your password into the Global Protect option window. If you see this window pop up try entering your district credentials (username and password) in the appropriate Username and Password fields. This should force Global Protect to connect and allow internet connectivity.



When all else fails, do not hesitate to visit the school's Tech Repair Annex during the school day. The Annex is located in Room 213 in the High School and by the IMC in the Junior High.