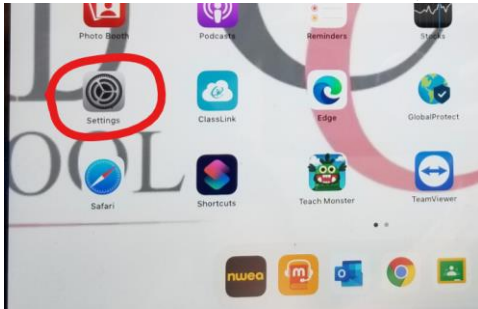


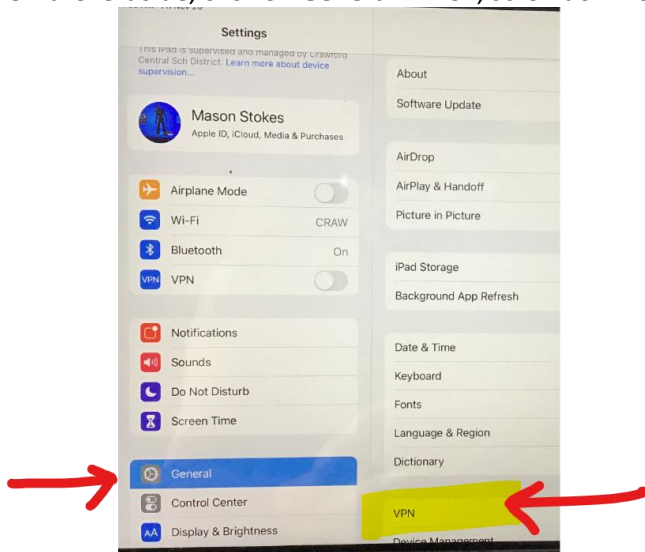
Global Protect issues on iPads – Instructions to Reset the VPN

Issue: User may have entered the wrong credentials in Global Protect and it will no longer connect; or user having issue connecting to Wi-Fi because Global Protect is not connected. Follow these steps to resolve:

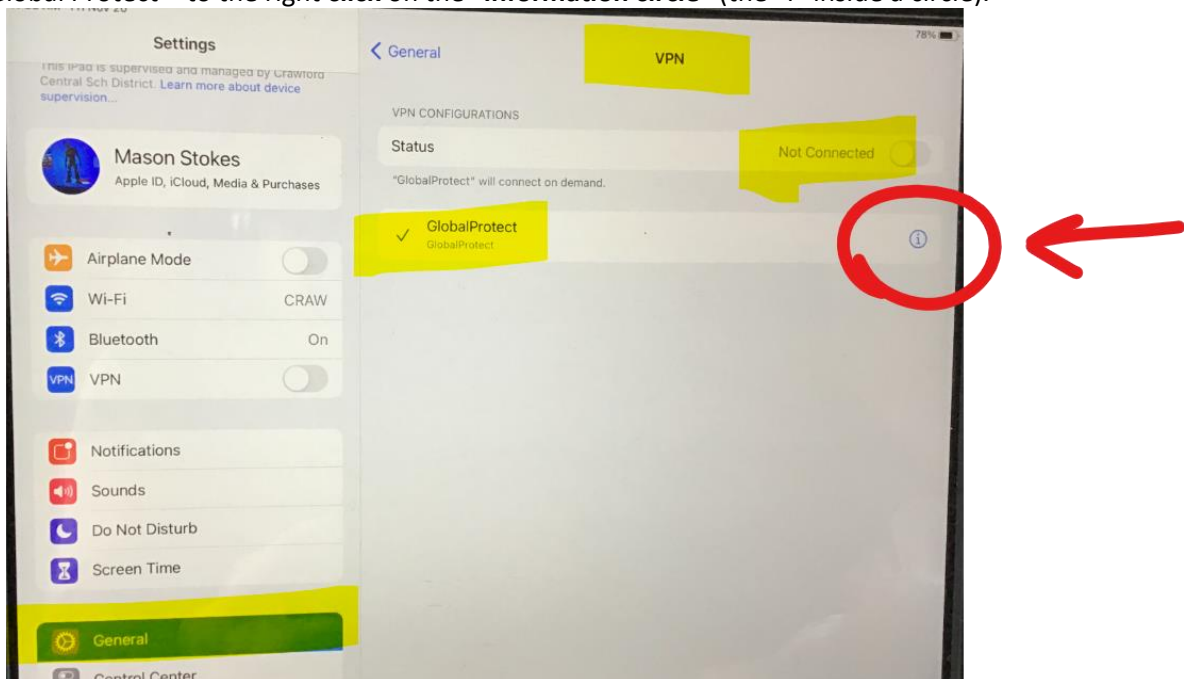
1. From the home screen on the iPad, **click on the settings icon:**



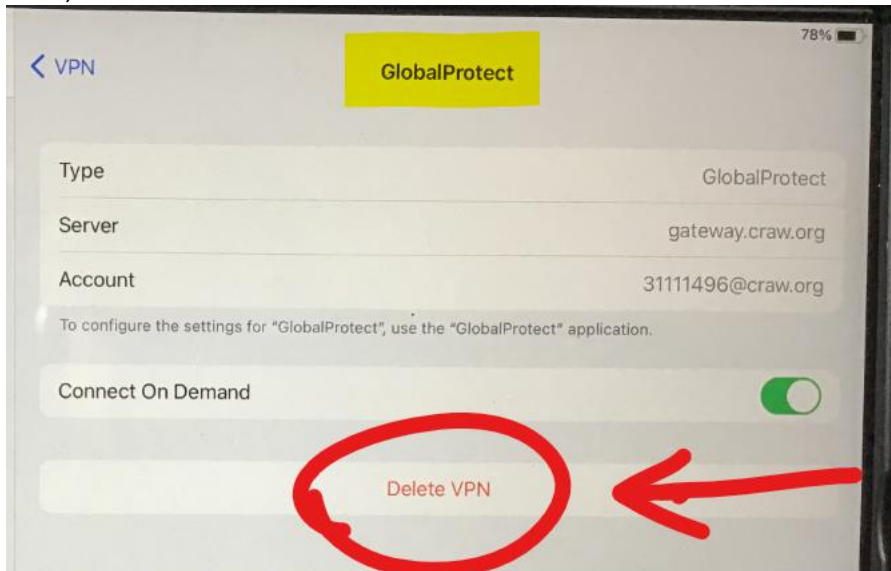
2. On the left side, **click on General**. Then, **scroll down on the right side and click on VPN**.



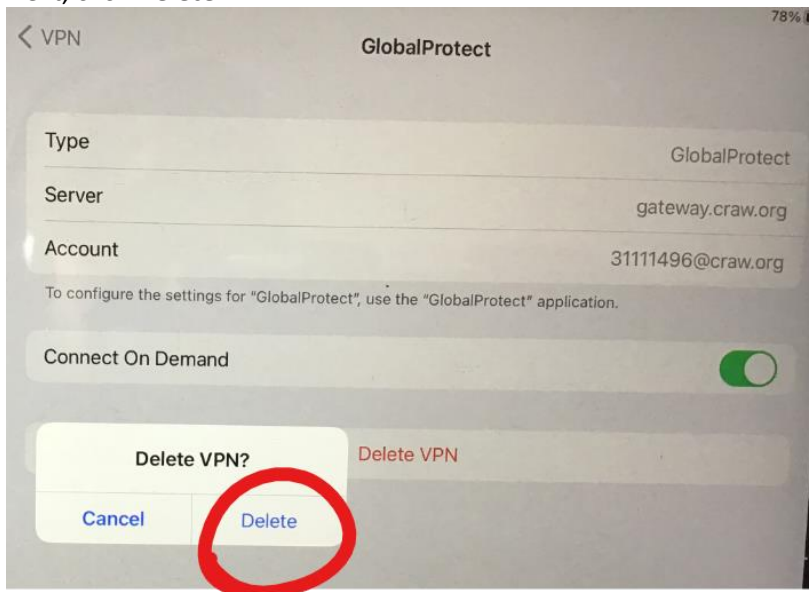
3. See Global Protect – to the right **click on the “information circle”** (the “i” inside a circle).



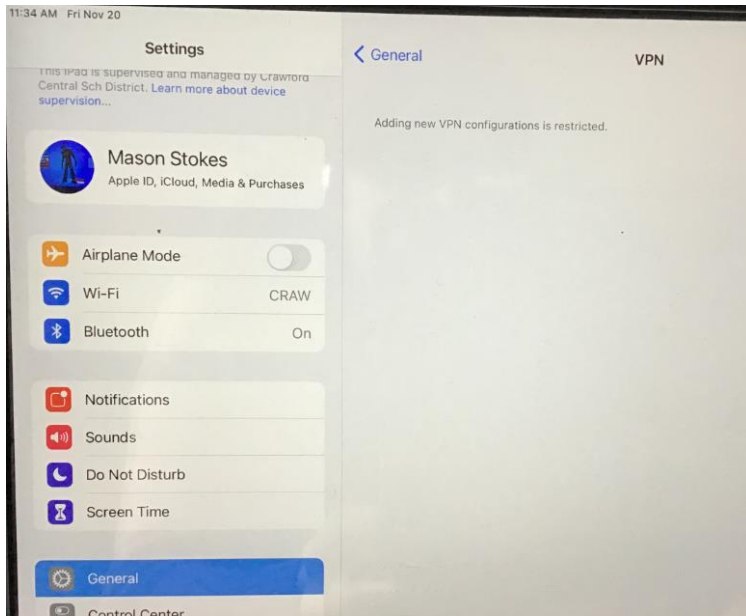
4. Then, click the “Delete VPN” link.



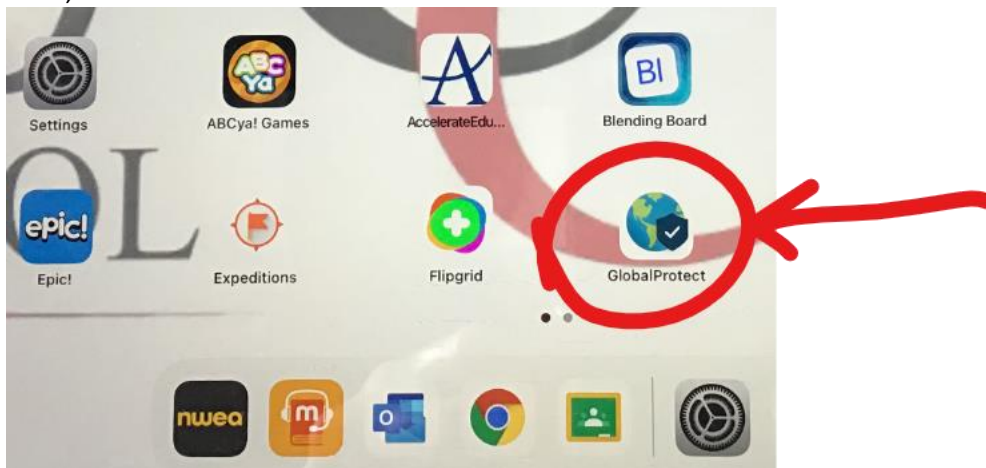
5. Next, click Delete



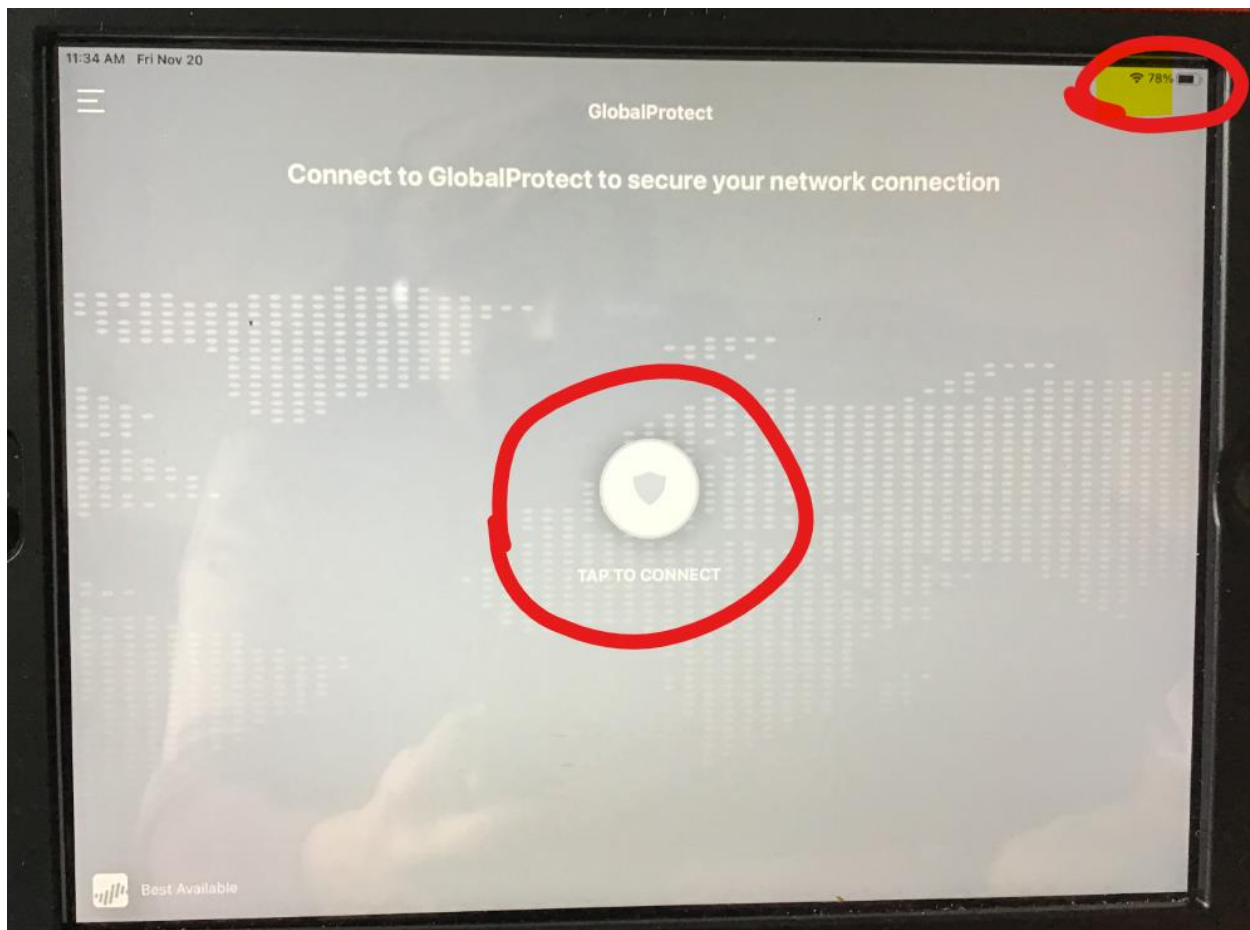
6. The screen will now look like this:



- 7. Click on **Wi-Fi** (2nd from the top in the screen above) and reconnect to Wi-Fi if necessary.
- 8. Click the **home button** and get back to the home screen.
- 9. Then, click on the **Global Protect icon**

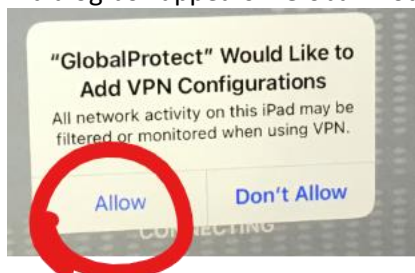


10. The screen should look like the one below; showing a Wi-Fi symbol in the upper right corner. Now, Click the circle **“Tap to connect”**



11. Enter the **Portal address** if prompted it is: **gateway.craw.org** (as show in step 13 below).

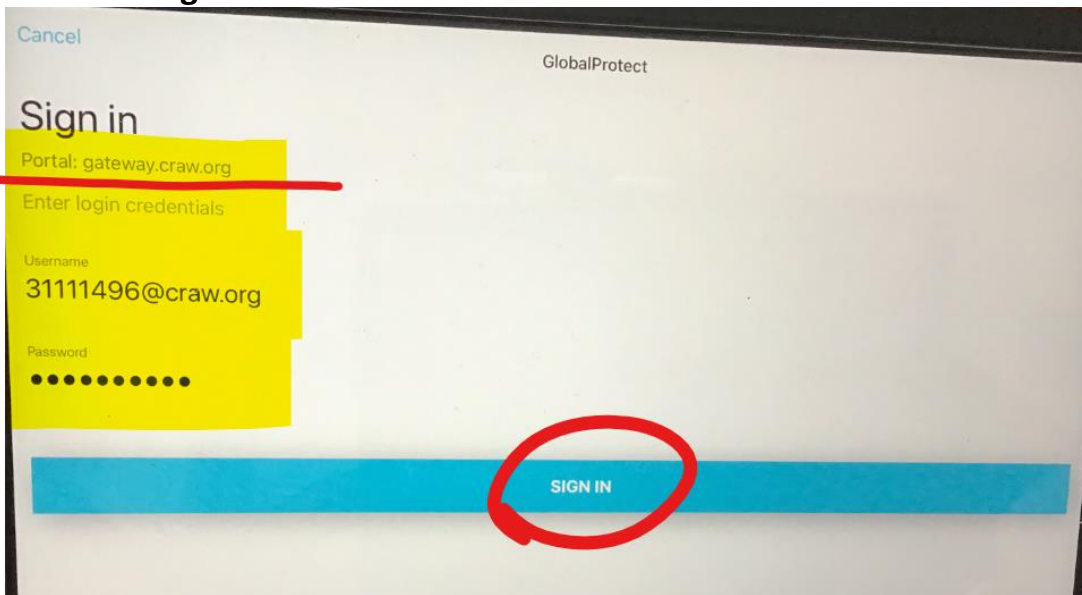
12. A dialog box appears: "Global Protect would like to add VPN Configurations" – Click "Allow"



13. Enter the username and password

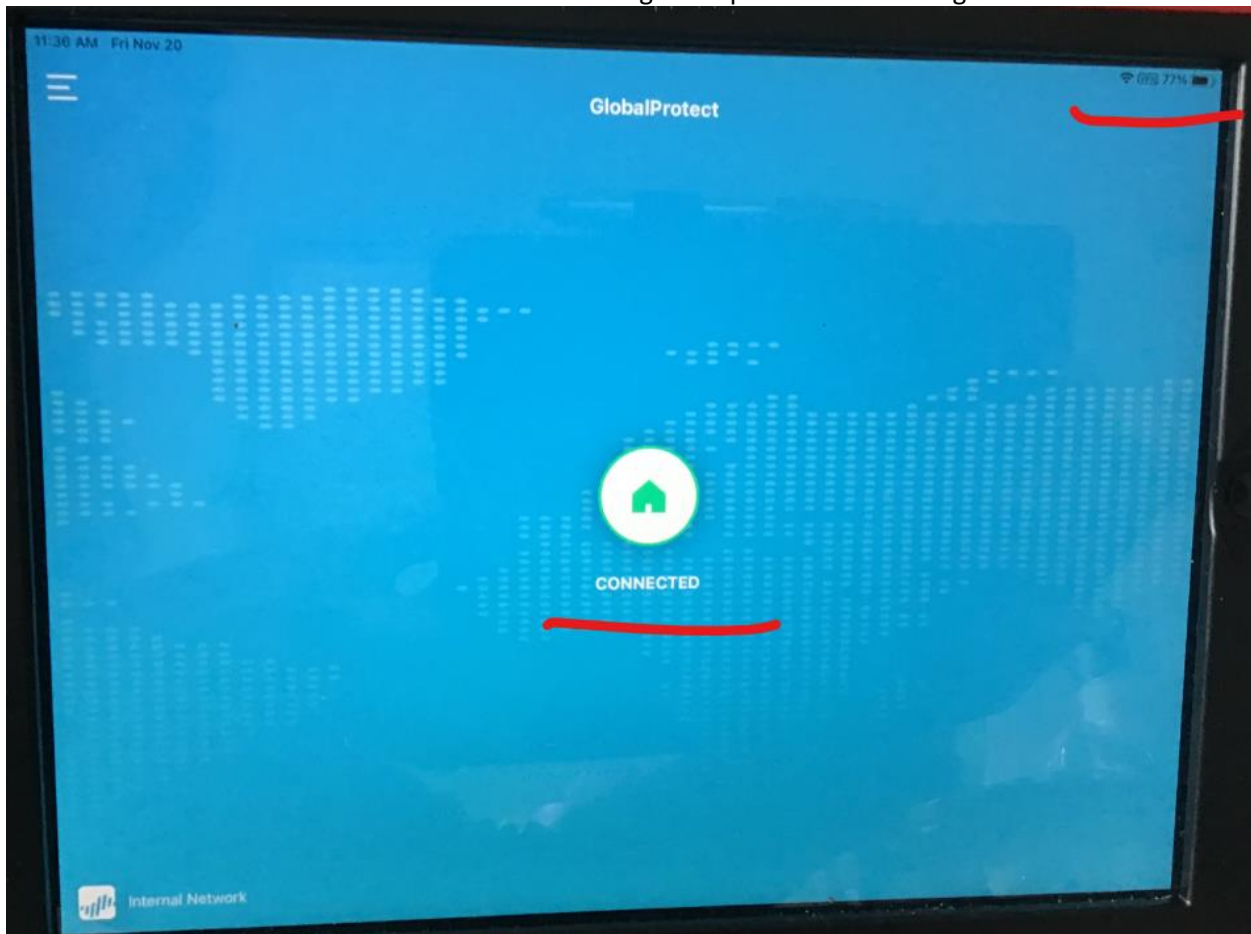
EXAMPLE Username: 31123456@craw.org & Password: CC\$d123456 - **DO NOT USE THE**

@crawfordsd.org account.

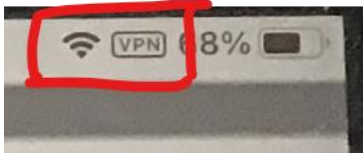


14. Click Sign in

15. The screen turns blue and the connected circle turns green upon a successful login.



17. Click the **Home button** to return to the home screen. There should now be a Wi-Fi AND a VPN symbol



in the upper right corner of the screen as shown below here:

