Proxy Setting Explained

What is proxy settings and why do I need it?

A proxy is a computer system or program which acts as a kind of middle-man and in SBC this is the web filtering software called Smoothwall.

Smoothwall is the software which protects young people and staff from inappropriate content on the internet, whether in school or at home. This used on all computers in school and on the Inspire ipads.

You cannot access the internet from your ipad if the proxy details have not been entered.

Why does the box pop up?
There are a number of reasons the dialogue box pops up. These could be :

- You have joined a wi-fi network for the first time
- Staff who needed to change their curricular passwords for school computers. A password reset policy is applied every 90 days
- You need to update the IOS operating system
- You need to re-verify your details
- You have entered your details wrongly

How do I input my details?
- Make sure you have the latest ios update on your ipad.
  Check in Settings → general →software update
- Be very careful inputting your cluster details
  Ie   cluster7\jsmith414
- If staff, log into a school computer and up date your password, then try again
- Reset your network settings as outlined below and try again

Common mistakes:
- You have entered the details incorrectly (e.g. forward slash instead of a backslash)
- You have forgotten your school log in details

How to reset Network Settings and Proxy

Before starting this, please check that the software has been updated. Go to Settings then software update. Download and install the update if required

- Go to *Settings*
- Scroll down left side to *Safari*
- Scroll down right side to Advanced
- Select *Website data* and tap *Remove All Website Data*

- Scroll back up to *General*
- Scroll down right side to Reset
- Select *Reset Network Settings*, type in the Passcode and select Reset.

- iPad will then restart
- Log back in.
- If you are at home, you will need to re-enter your home wifi details
- Once wifi is connected tap *Safari*
- Proxy authentication dialog box will pop up
- Select *Settings*
- And login with **clusterX\Username** for the school computers and the password.
- Choose your cluster number from the list below:

Cluster1 – Gala
Cluster2 – Selkirk
Cluster3 – Jed and Kelso
Cluster4 – Eyemouth and Berwickshire
Cluster5 – Hawick
Cluster6 – Peebles
Cluster7 - Earlston