



IPAD TECHNICAL HELP

There are a number of different technical issues that you may need to resolve. Below is a list of the most common problems, whilst not everything will be covered, hopefully it will help in many cases.

Forgotten GLOW login/email or password

Please contact the school office on 01573 227440 or email kelsos@scotborders.gov.uk. When emailing please put 'GLOW Reset' in the subject field.

Forgotten Apple ID password

Please contact the school office on 01573 227440 or email kelsos@scotborders.gov.uk. When emailing please put 'Apple ID Reset' in the subject field. This can take up to 48 hours to be actioned.

Forgotten Curricular/RM password

Please contact the school office on 01573 227440 or email kelsos@scotborders.gov.uk. When emailing please put 'Curricular Password Reset' in the subject field. This can take up to 48 hours to be actioned.

Forgotten iPad passcode

Please contact the school office on 01573 227440 and arrange for your child's iPad to be taken into school where a member of staff in the office will unlock and create a new passcode.

Satchel One/Show My Homework

Pupil issues: The best way to try and avoid any issues is to use the 'browser' version on Safari/Internet rather than the app on the iPad. You can access the browser version by logging into GLOW and searching for Satchel One within the launch pad.

Parent signing up: If you don't have the Satchel One parent code, or have never signed up to Satchel One, then please contact the school office on 01573 227440 or email kelsos@scotborders.gov.uk, ensuring you put Satchel One in the subject field, to get your parent code and set up your parent account.

Parent login help: If you have set up a Satchel One parent account using a parent code, but can't remember your login, please click on 'Forgotten your password'. This will then send a link to the email address, that you have registered with Satchel One, with reset instructions.

Any other issues with Satchel One: Please contact the school office on 01573 227440 or email kelsos@scotborders.gov.uk and describe the issue you are facing.

iPads sometimes go wrong or crash. Here are a few tips you can follow to try and get them functioning properly before contacting the School Office:

1. Have you tried turning it off and back on again?

2. Check for a Software Update

Open the settings app and go to General, and then to Software Update. If it indicates that an update is needed then do it. Also ensure that Automatic Updates is turned ON.



3. Hard Reset

Hold down the Power button and the Home button together. Do not release these buttons until the iPad has turned off and then an Apple logo appears. Then release both buttons. The iPad will restart after about 30 seconds.

4. Close Apps

Double tap the Home button to bring up all of the apps that are running in the background. Swipe each one up to close it.

5. Proxy Authentication

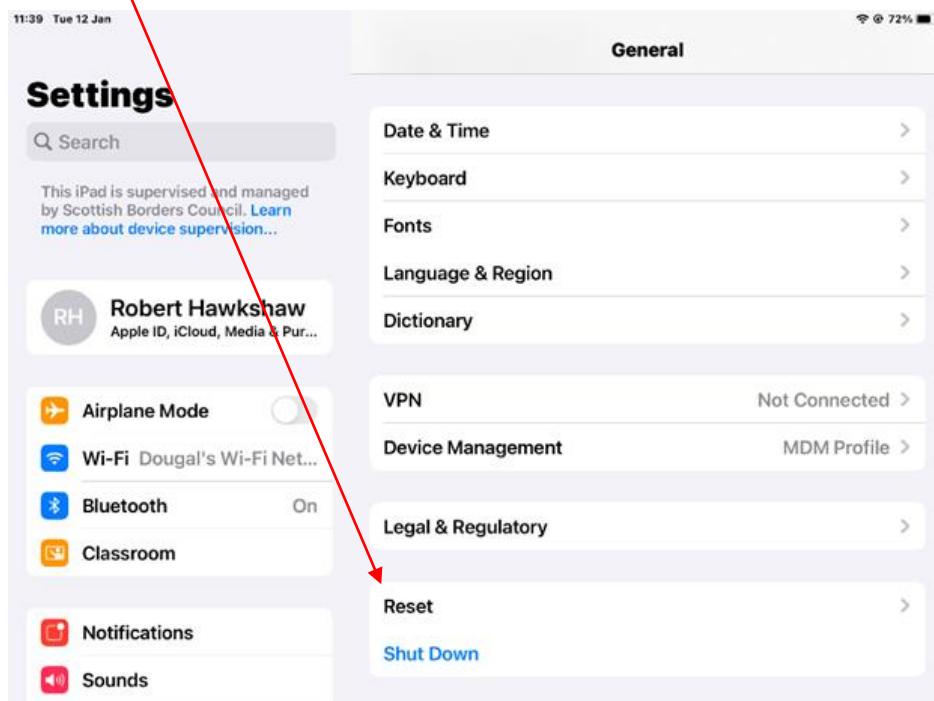
If you get a pop-up asking you for a proxy authentication you need to press settings and enter your username and password. These are the ones you'd usually use on a school computer and your username **must** be preceded by **cluster3** for the Kelso cluster.

7. iPad Network Reset

If all else fails with the Proxy Authentication then you can reset your iPad. This should only be done as a last resort.

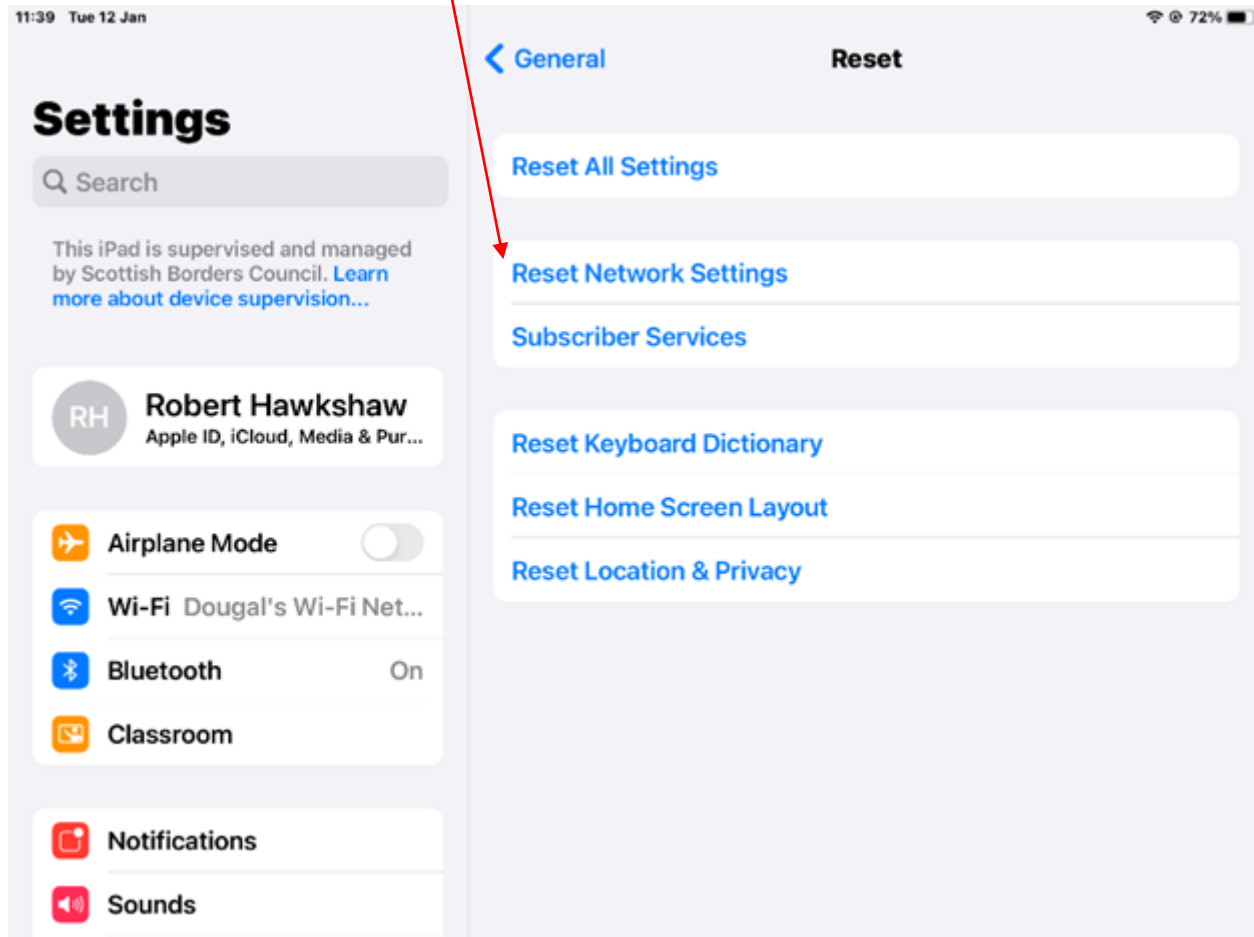
Go to Settings/General then scroll right to the bottom of the page

Tap Reset.





Then tap Reset Network Settings.



When your iPad restarts go back to following the advice above for entering Proxy details. Hopefully Proxy Authentication will now work.

If the problems continue please email kelsehs@scotborders.gov.uk with the subject 'iPad Help' providing the following information:

Your name

The issue you are having

Any screenshots to show the issue clearly