



Technical Issues and iPad Troubleshooting

There are a number of different technical issues that you could be needing to resolve below is a list of the most common problems whilst not everything will be covered below hopefully it will aid in many cases;

Your child has forgotten their GLOW login/email or password

Please contact either the school office on (01450) 372 429 or via hhs@scotborders.gov.uk or your child's pastoral teacher who will be able to reset their GLOW password and give details of email addresses.

Your child has forgotten their Apple ID password

Please contact your child's guidance teacher or Mr Fobister (INSPIRE Leader) sfobister@scotborders.gov.uk to organise a reset. This can take up to 48 hours to be actioned by the INSPIRE Team. This may also involve a trip to school to see the ICT technician which will be communicated following the reset.

You don't have the Satchel One parent code and have never signed up to Satchel One.

Please contact the school office on (01450) 372 429 or via hhs@scotborders.gov.uk to get your parent code and follow the instructions in this guide to access Satchel One and set up your parent account.

You have set up a Satchel One parent account using a parent code but can't remember your login;

Please refer to the Satchel One guide in this document which asks you to go back and click forgotten your password which will send you a link to your registered email address to reset your log in details. Please do not try and use the parent code again as this will not work.

The iPad isn't working in some way;

Have you tried turning it off and back on again?

1. Check for a Software Update

Open the settings app (looks like a cog) and go into 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.

2. Hard Reset

Hold down the Power button and Home button at same time. The iPad will turn off and then an apple logo appears. Then release both buttons. The iPad will restart after about 30 seconds.

3. Close Apps

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

4. 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 username and password you would usually use on a school computer but the username has to have cluster5\ for the Hawick cluster.

If problem persists please contact hhs@scotborders.gov.uk and make the subject "FAO IT Technician".

The iPad is damaged in some way.

Please contact your child's guidance teacher who will be able to direct you as to how we can look at getting the damage repaired and a replacement device as necessary.

Mr Cockburn: – gjcockburn@scotborders.gov.uk

Mr Walker: – Stewart.Walker@scotborders.gov.uk

Mr Fox: – Daniel.Fox@scotborders.gov.uk

Miss Fraser: – lfraser@scotborders.gov.uk

Mr Fobister: – sfobister@scotborders.gov.uk

HOW CAN WE HELP - PARENTS TECHNICAL SUPPORT PATHWAY

For any technical issue with your child's iPad please contact the school.

For any issue technical issue with iPads, eg pincodes or Apple ID reset, GLOW password - contact school

Issue Resolved!

