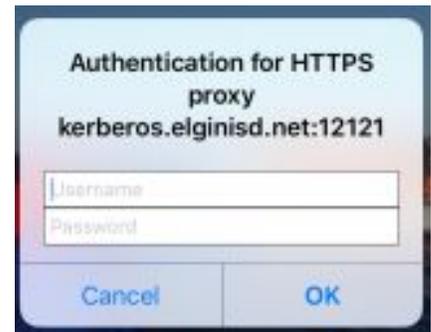


## Troubleshooting Off-Campus Wifi Connections

Chromebook use is filtered and monitored both on and off campus using district-embedded web filtering service. It is still recommended by Elgin ISD that parents/guardians set limits for their student's use of the device while at home and monitor use. Extra care should be taken at home not to leave the device or any accessories within reach of pets, siblings, or other family members who should not have access to the device and could damage it.

### Filtering at home and authentication

The filtering service Elgin ISD uses is Fortigate. This service follows the student's Google account by proxy to bring the students internet traffic back through the district filtering service. When this occurs the student may see a request to authenticate with Kerberos proxy service (see image). **To authenticate, students will need to input their district username and password (ie. pr011235 and 011235859).** Students should not include their full email (pr011235@stu.elginisd.net), just the username.



If the student has issues authenticating with the filter system please try the following troubleshooting steps.

1. Pressing Ctrl+T will open a new tab. This will cause a new request for authentication if the first attempt was not successful.
2. Hard Restart the Chromebook by pressing both the refresh key (  ) and the power button (  ) at the same time and release.
3. Bring into the campus technologist for a reset of local data.

Other factors that may cause errors or problems:

1. Home internet service provider or other home-based firewalls
2. Low or weak wifi signal to the Chromebook
3. Improper authentication of username and password

Elgin ISD Instructional Technology supports safe, effective student Chromebook to create, communicate, collaborate and increase critical thinking. When technical issues occur, it is a priority of the Elgin ISD team to deliver a solution in a timely and convenient manner.