iPad Not Connecting From Home?

Start with a hard reset by holding down both the home button and on/off button for 20 seconds until it restarts



Click on the Global Protect app



Do you have the right VPN profile?

Settings -> General -> Device Management Device Manager -> More Details

11:53 AM Sat Ma 2 0m 100% Settings < Profile Device Manage ed and managed by Lor MOBILE DEVICE MANAGEME MDM Settings Sign in to your iPad PN SETTIN VPN (GP VPN_4 > Airplane Mode 🛜 Wi-Fi WiFi (K12) Bluetooth VPN VPN WIFI (LAUSD)

Make sure the VPN symbol appears



Is the Global Protect app installed?



You are now connected



Troubleshooting Guide

Missing the Global Protect app



5.1.2 and click Install

Install will switch to processing and the app will shortly download shortly

If the app does not download within 2 to 5 mins repeat the process.

Troubleshooting Guide

Missing the VPN setting (GP VPN_4)?





Open the Hub app if prompted, go through the prompts. The hub will then sync the device with with our system to repush the VPN setting. Leave your device online and unlocked for 5 to 10 minutes. If VPN setting still does not appear open the App Catalog and wait for another 5 to 10 minutes. If it still does not load restart the iPad and repeat the process.

Troubleshooting Guide

VPN Connects but still cannot connect online

