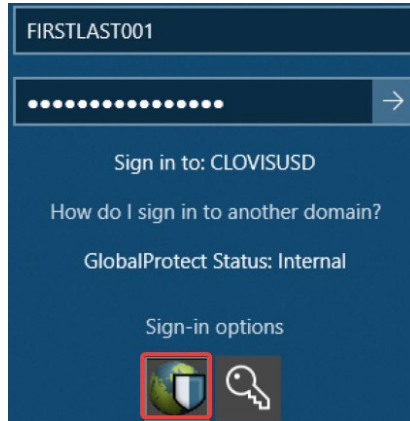


# LAPTOP NETWORK CONNECTION

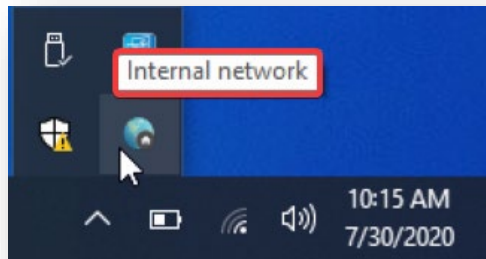
July 29, 2020

Please follow these instructions when checking out Clovis Unified Laptops to students.

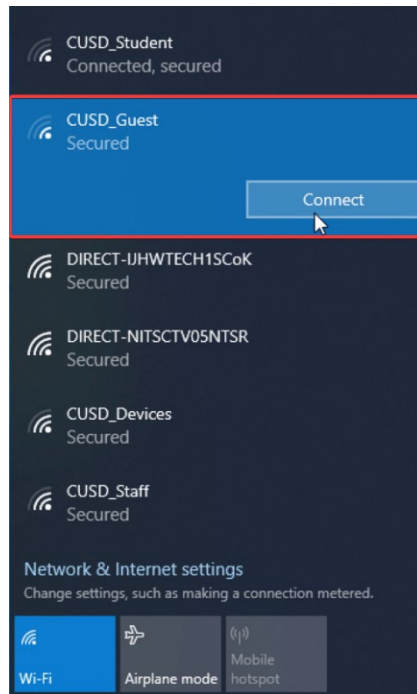
- Have the student select the Global Protect icon and login to the laptop.



- Check the Global Protect agent is showing a status of “Internal network” by hovering over the icon in the system tray.



- Confirm the device can see multiple WiFi networks, and then connect to CUSD\_GUEST by selecting the network icon in the system and clicking on CUSD\_GUEST.



- Once you are connected to CUSD\_GUEST check the Global Protect agent is showing a status of “Connected”




**Call 559-327-9595 if you need any assistance with this process**

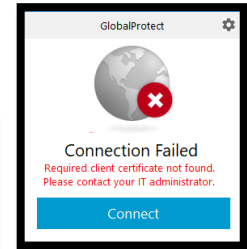
# LAPTOPS TROUBLESHOOTING GUIDE

July 29, 2020

## Common Errors

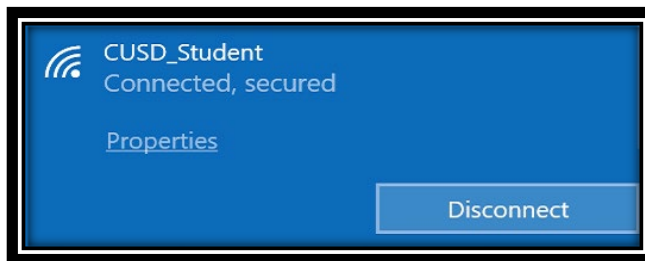


 Gateway Ext GW 1FA: Could not connect to the GlobalProtect gateway. Please contact your IT administrator.



## Steps to correct errors

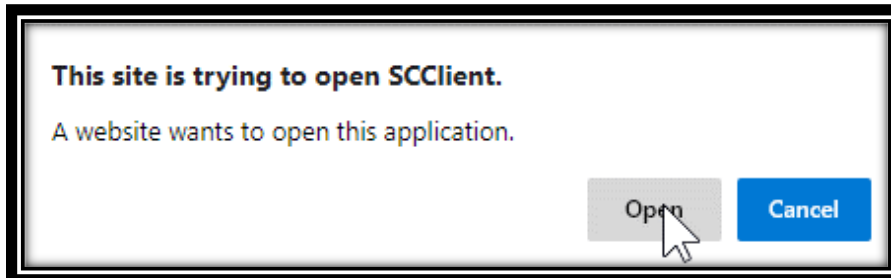
- If you are on a Clovis Unified campus.
  - Connect to our CUSD\_STUDENT wireless network.



- Open a web browser and navigate to <https://tinyurl.com/takehomelaptop>



- Accept the request if you are prompted.

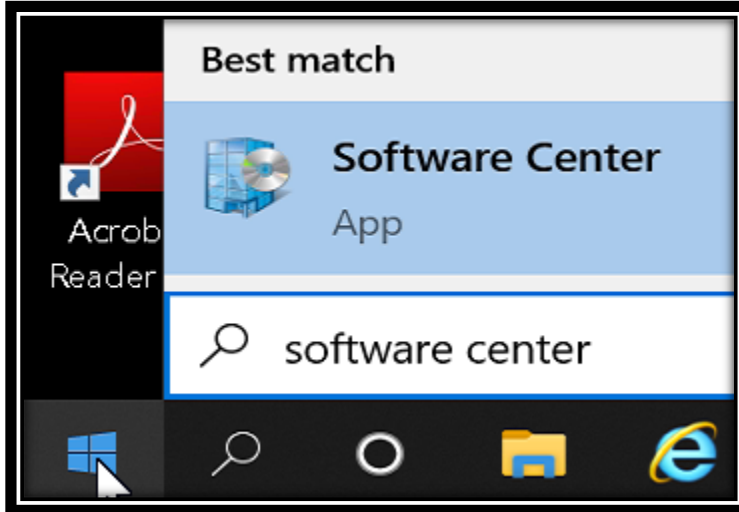


- Install the CLOVIS UNIFIED OFFSITE COMPUTER PATCH V1.

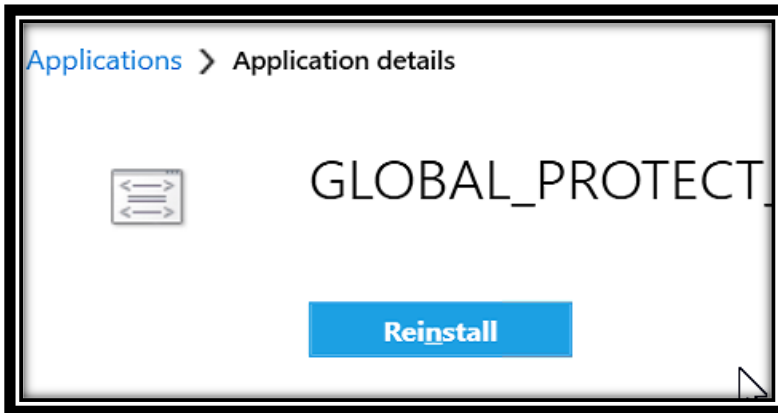


- Restart the device and try again.

- **If you are at home.**
  - Search for and open Software Center on your computer.



- Open and install the GLOBAL\_PROTECT\_RECOVERY.



- Restart the device and try again.
- **Call 559-327-9595 if you need any assistance with this process**