

# CHROMEBOOK NETWORK CONNECTION

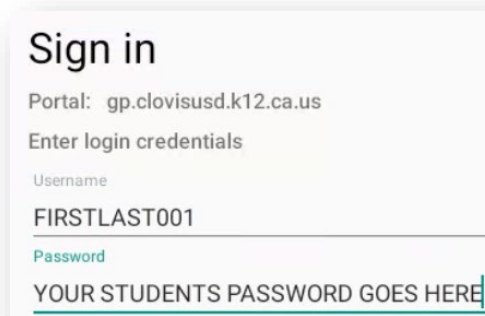
July 29, 2020

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

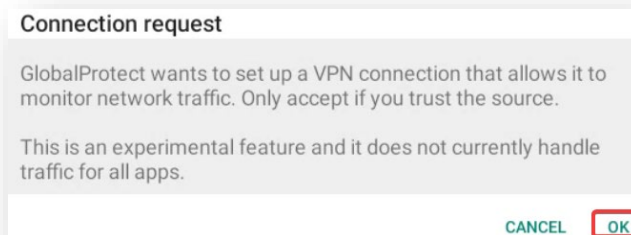
- Launch the “Global Protect VPN Agent” from the system tray



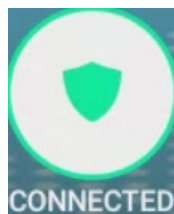
- Enter the student’s username and password using the following format: FIRSTLAST001, remember to replace FIRSTLAST with the first name and last name of the student. Some students may have their username end with 002 or 003. If the student is having issues with their password, they can contact the school site for help or the Technology Helpdesk at 559-327-9595.

A screenshot of a "Sign in" dialog box. The title is "Sign in". Below the title, it says "Portal: gp.clovisusd.k12.ca.us" and "Enter login credentials". There are two input fields: "Username" with the text "FIRSTLAST001" and "Password" with the text "YOUR STUDENTS PASSWORD GOES HERE".

- Accept the connection request.



- Wait until you see the “Connected” icon

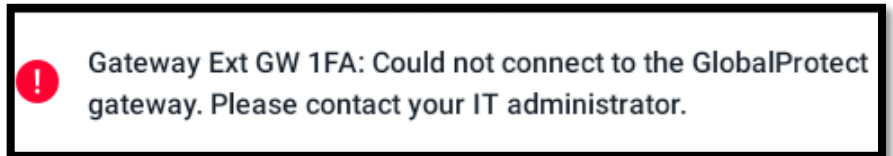
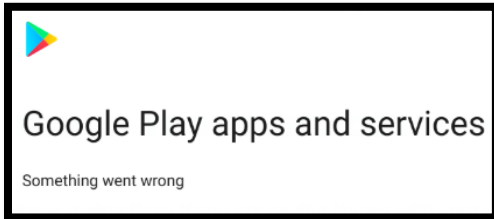


**Call 559-327-9595 if you need any assistance with this process**

# CHROMEBOOK TROUBLESHOOTING GUIDE

July 29, 2020

## Common Errors

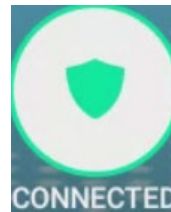
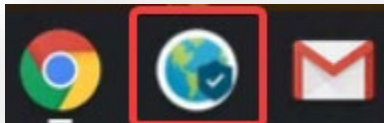


## Steps to correct errors

- Restart the device by holding the refresh button and tapping the power button. Your power button may be located on the side of your device if not present on your keyboard.



- Log back into the device and open the Global Protect agent. Verify it is "Connected", if not click the "Tap To Connect" button and wait until the icon shows "Connected"



- Make sure that the WiFi icon, located in the bottom right matches the following picture.



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