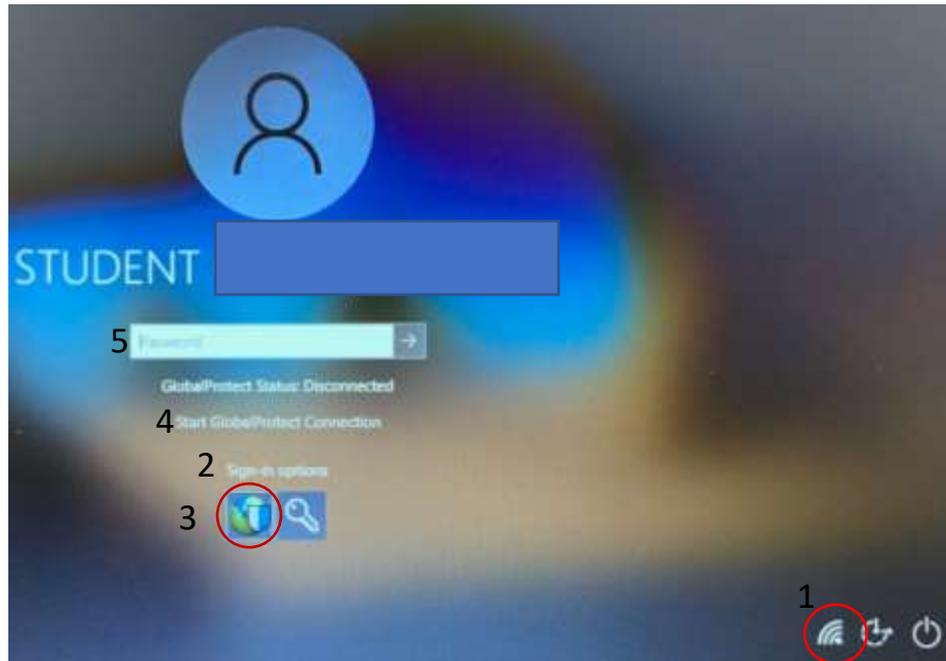


# Logging into a district laptop at home



1. Before you sign in, you must be connected to a network.
  - a. If you see a white globe in the lower right corner of the screen:
    - i. Click on the white globe.
    - ii. Choose your Wi-Fi network.
    - iii. Make sure "Connect automatically" is checked.
    - iv. Click "Connect"
    - v. Enter your network password, then click "Next."
2. Click "Sign-in options."
3. Click on the globe with shield icon.
4. Click "Start GlobalProtect Connection"
5. Wait until you see "GlobalProtect Status" Change from "Disconnected" to "Connected"
6. Type your password.
7. Once logged in, you can check the GlobalProtect status by clicking its icon in the notification area. If you don't see it there, you can click the magnifying glass icon near the lower right corner of your screen, then search for "GlobalProtect," and launch the GlobalProtect app when it shows up.



8. After clicking on the GlobalProtect icon, if you see a “Connect” button, click it:



9. In a moment, you should see the connection succeeded:



10. After you see the “Connected” message, you will need to wait at least one minute before you will be able to use the internet.
11. If you are still unable to access the internet after waiting five minutes, email [help@asd20.org](mailto:help@asd20.org), or call your child’s school.

Please note: If you’ve been able to access the internet, and you suddenly encounter “Unable to connect” or “Internet access is blocked” messages, the computer has likely lost connection to the D20 VPN. Make sure the computer is connected to your network by clicking on the network icon in the lower right corner of the taskbar choosing your network name, then check the GlobalProtect connection (see step 5). This can take up to two minutes, so please wait five minutes before you restart the computer as an attempt to resolve the issue.