Westonka Content Filter Troubleshooting Help Sheet
Troubleshooting iPrism and Logging in to a Chromebook
Outside of MWHS

If you are having trouble connecting to the Internet with your Chromebook outside of the Westonka school network, try the following steps:

1. Have only one tab open when you first open your browser and attempt to log in.

2. Clear out your browser history settings. To do this click on the three dots in the upper right-hand corner of your screen and choose *Settings*.

3. Scroll down to the section titled *On startup*.
Make sure the option *Open the New Tab* page is selected
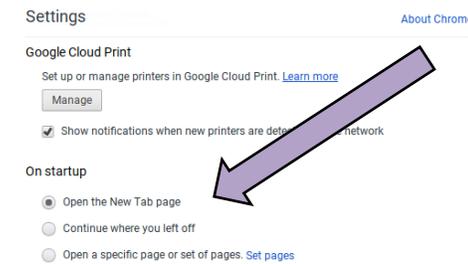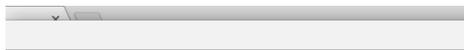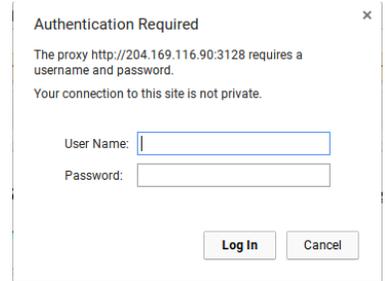
4. Then click *Advanced* and scroll down to the bottom of the *Privacy and security* section. Click on the *Clear browsing data* and choose *from the beginning of time*.
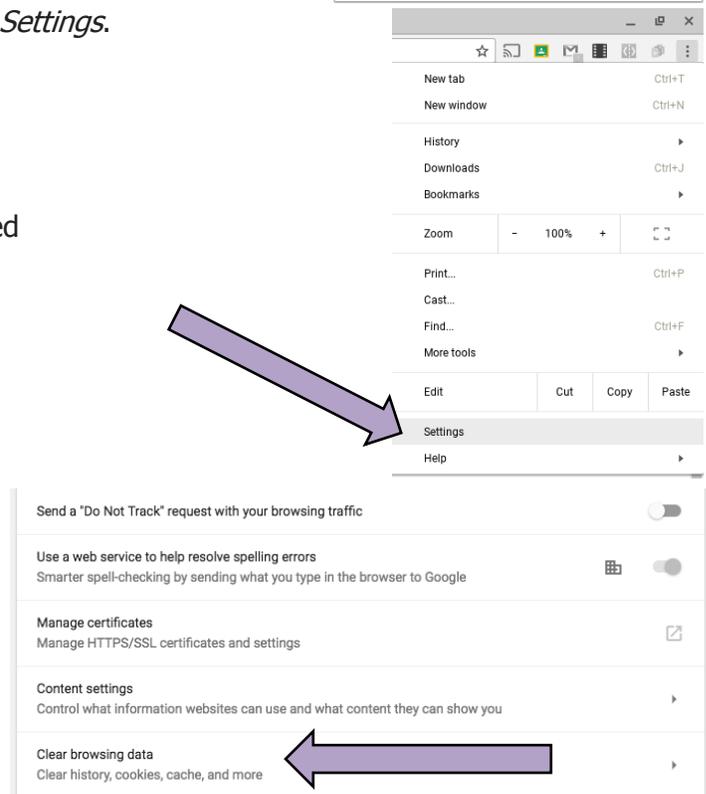
If You Are Still Experiencing Problems . . .

Open up your browser and click on the lock icon on your bookmark toolbar and enter your username and password in the *Proxy Auto Auth* screen.
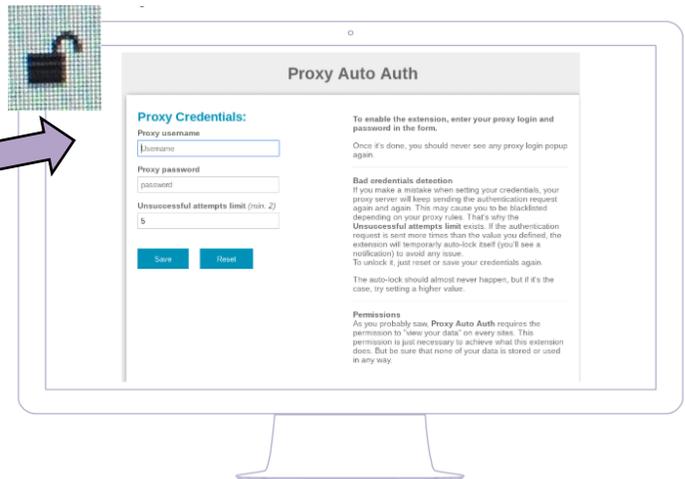
You should also make sure you do a full shut down and restart using the *Shut Down* in the lower-left of your Chromebook. This will ensure that your computer refreshes and releases its connection on another Wi-Fi (like the school's).

Updated: 3/14/2019