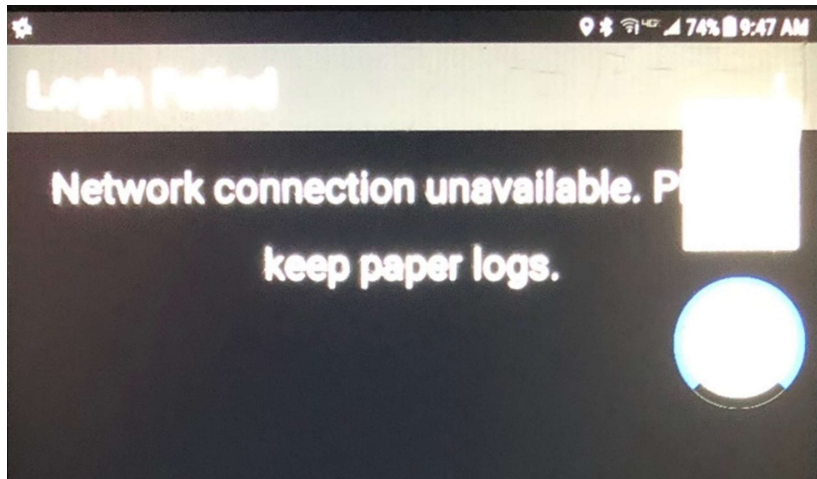


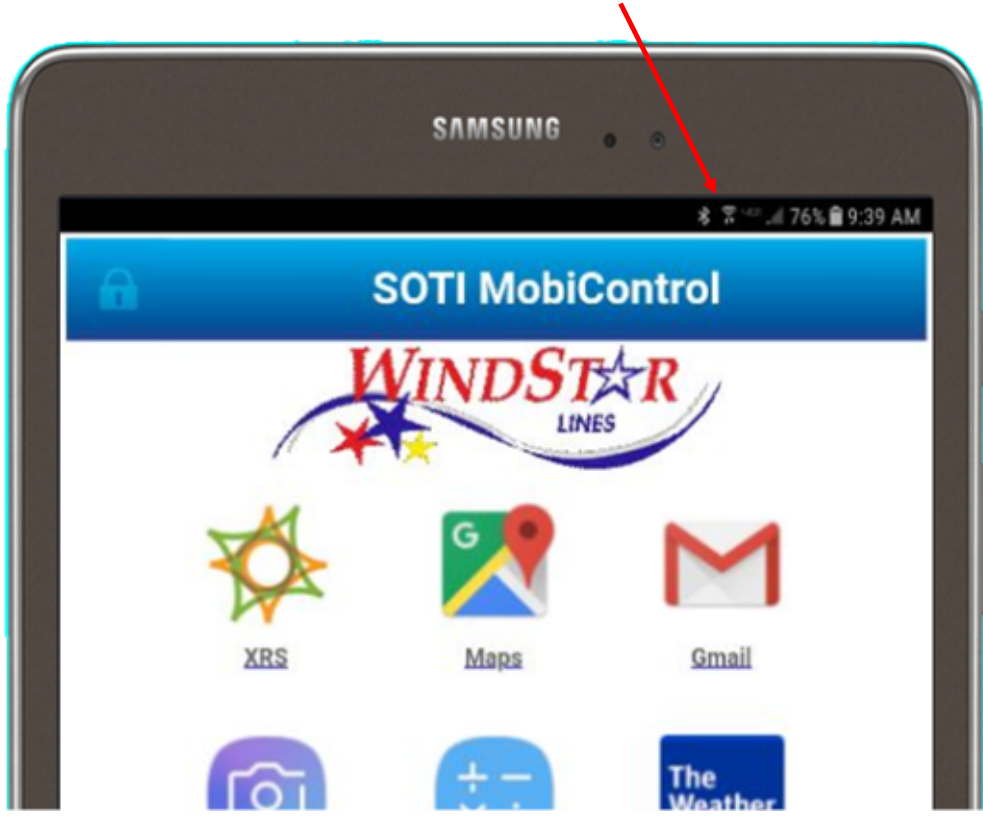
# XRS Log In Issues



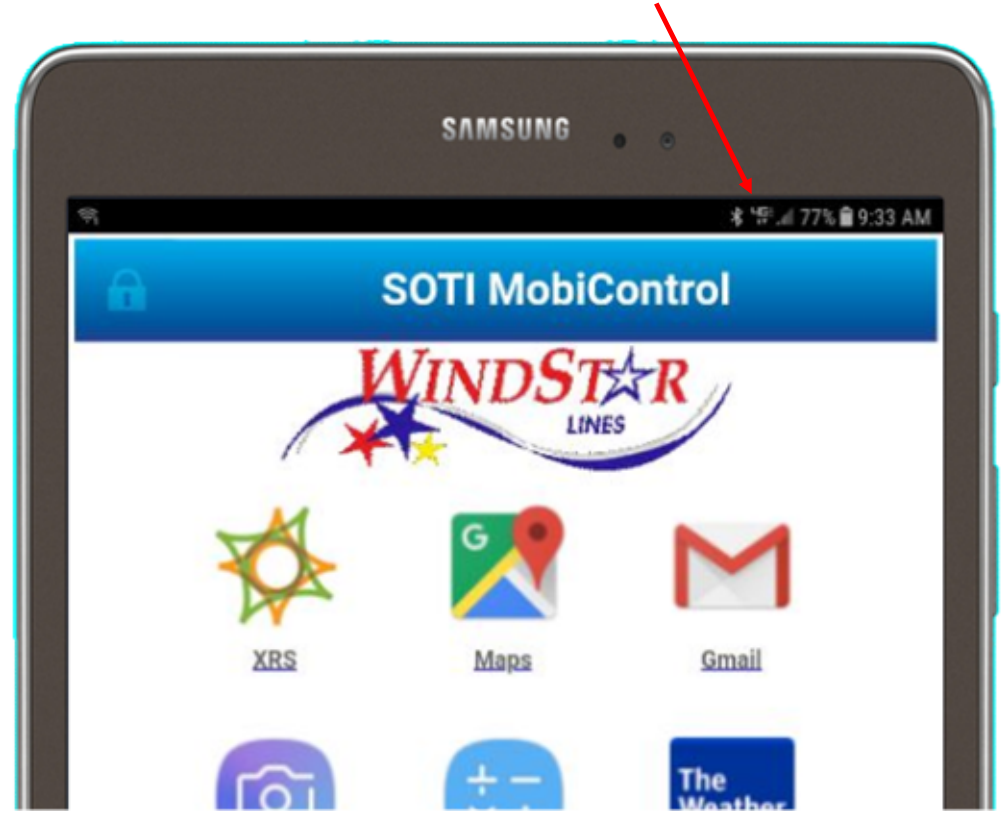
If you receive the Network Connect unavailable error or “server unavailable” error when logging in, it is almost always due to the tablet not having a data connection. This can be due to the area we are in not having a Verizon signal but most times it’s due to the tablet trying to connect to a WiFi source.

The tablets have a data plan and should NOT use WiFi.

Connected to WiFi- this is NOT what we want. The tablets have their own data connection so we do not want them connected to any WiFi source

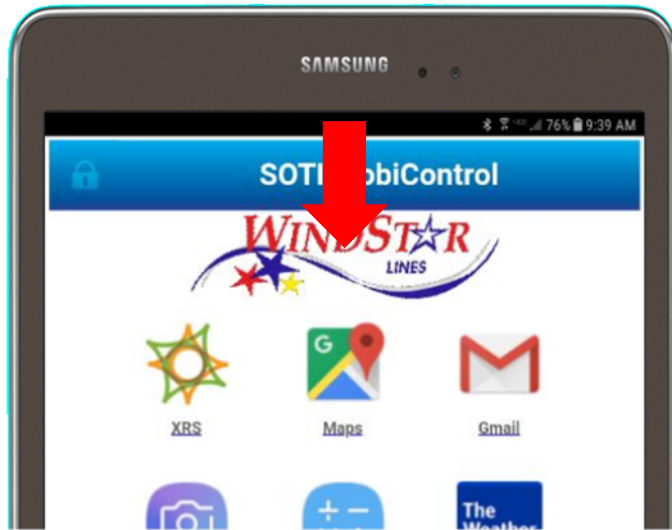


Not connected to WiFi – This IS what we want to see, you should see 4G lit up and sometimes maybe it will be 3G

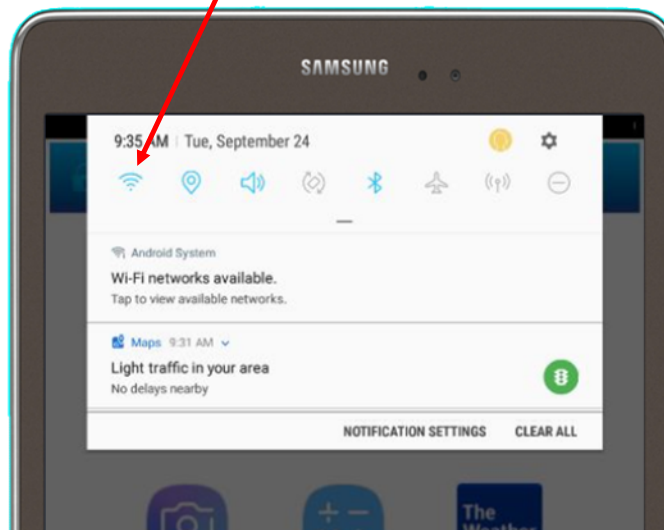


# Temp Fix #1 – Shut WiFi Off

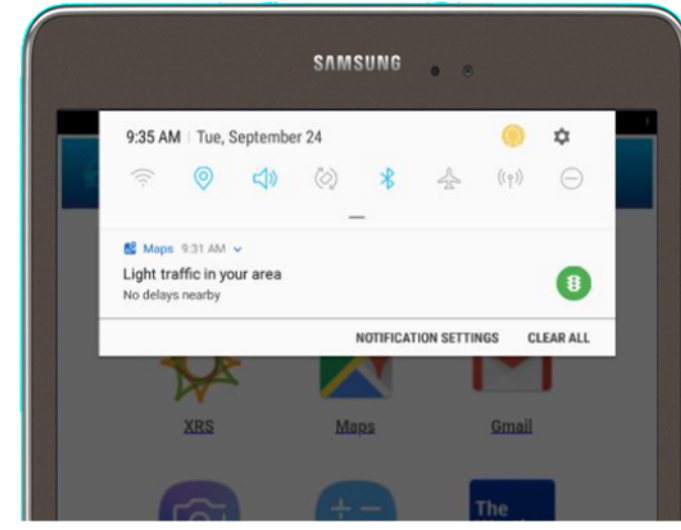
Swipe down from the top of screen



Click the WiFi button towards the upper left corner

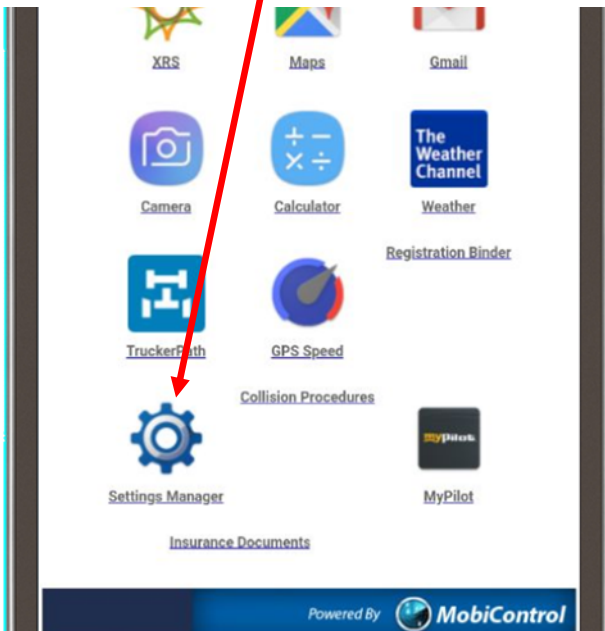


The WiFi symbol will turn grey and it is now shut off – You can login now

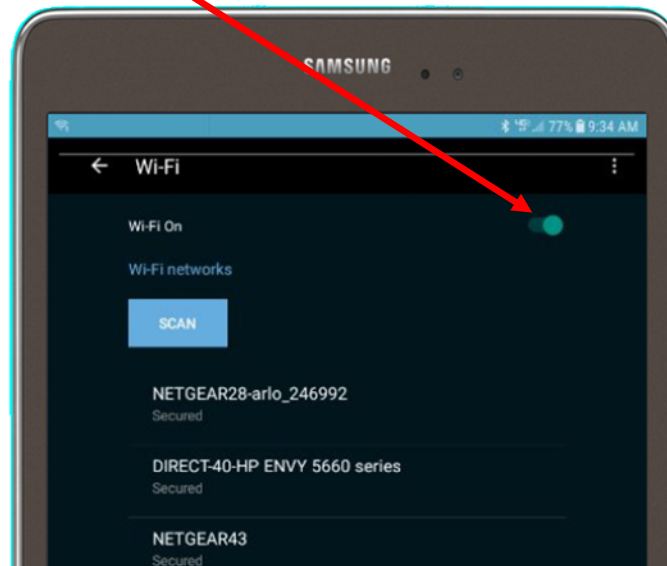


# Temp Fix #2 – Settings Manager

Go to the Settings Manager App from the tablet home screen



Click the Wi-Fi on button to turn it off



Wi-Fi is now off – You can login

