# iPads: Self-Service- "Unable to Connect to Server" Error Message Solution

- If you see the "**Unable to Connect to Server**" Error message when you open Self- Service, you will not be able to download any apps.
- It is because you are **not** logging into Content Keeper <u>each</u> day when you are at home, before you open self-service.
- You will continue to have this issue if you do not follow these steps below **every day**.
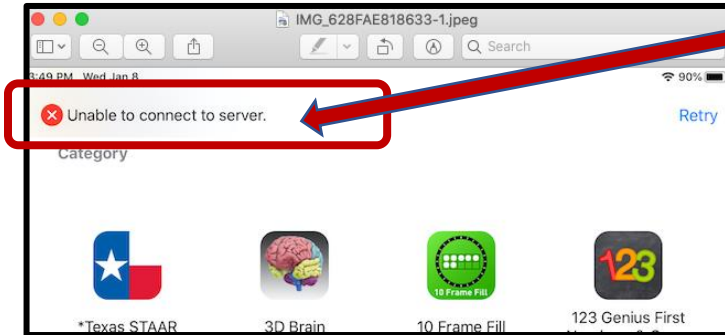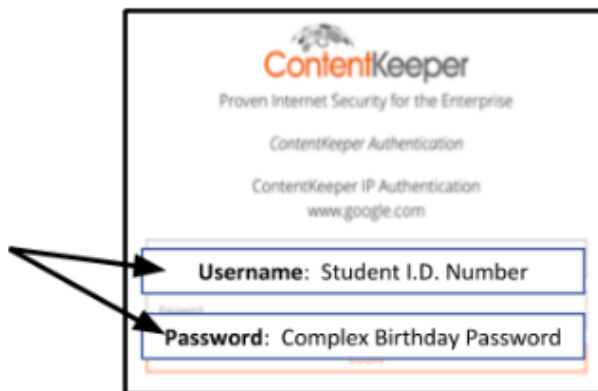

Solution:

First: Uninstall the Self-Service App from your iPad (Important)

Next: Do these steps below <u>now</u> and <u>every day</u> when you go home from now on.

1. Open your iPad and make sure you are connected to your home WIFI.

2. Open the **Safari Web Browser App.**

3. Login to Content Keeper (*district iPad filter*) with your credentials.

4. The district pushes out updates and the Self Service app each morning. Self Service should automatically reinstall once you are connected to WiFi.

5. You must continue to login to ContentKeeper **every day** at home or Self Service will stop working again.