

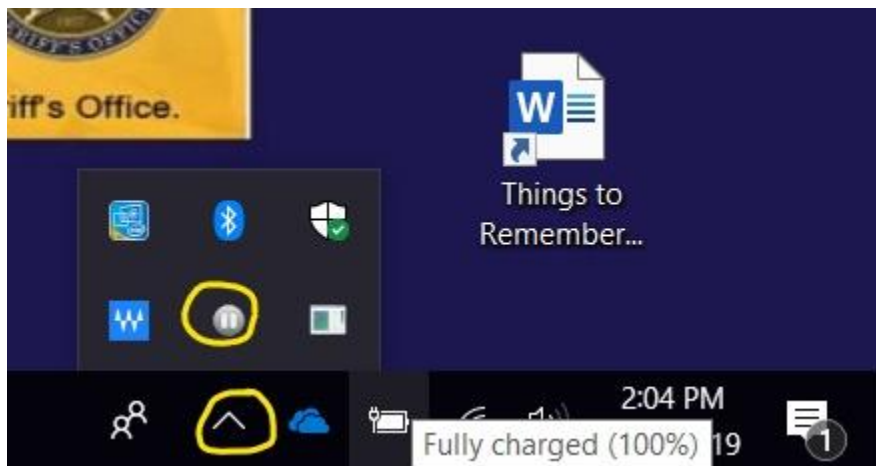
Content Keeper Mobile Agent (CKMobile)

The CKMobile agent is installed on all high school students' and all staff members' devices that are brought off campus. The agent provides a VPN connection to our local network.

With the agent enabled, staff members can access local network drives (H: drive) and any websites that may be restricted to on-site access. Staff members have the capability to disable the client should they have any problems accessing the internet from home due to the client being enabled. See below.

Students do NOT have the option to disable the mobile agent.

This is what the agent icon looks like in the taskbar. (Click on the carat symbol next to the clock.)



When you are offsite, look for the agent in the taskbar. See if the agent is gray or orange. If enabled, the icon will be orange. **You may have to click on the up arrow near the time to see it.** If you are having problems accessing the internet while offsite, these are the steps you can take.

ALWAYS restart when arriving from a different location (i.e. from school to home). This resolves most issues.

Try forgetting the home internet connection (your Wi-Fi) and reconnecting to it. Restarting the computer also after reconnecting to Wi-Fi is useful.

Also, you can disable the client by right clicking on the icon and choosing "Disable". The internet should work, but you won't be able to access the school network (H: drive and other shared drives), but you will be able to access normal internet without interference from our filtering agent.

If you continue having trouble accessing the internet from home, please email the helpdesk (helpdesk@apsb.org)