Connecting iPhones/iPads

Connecting your device

- Go to Settings.
- Go to Wi-Fi.

![Settings menu]

- Choose PAWS-Secure.
In the username field, enter your myID. In the password field, enter your myID password.

If a security certificate pops up asking if you trust it, choose "trust".
Troubleshooting steps

If you are having issues connecting to PAWS-Secure, try these troubleshooting steps:

**Forget the connection**

Click the "i" next to PAWS-Secure and then press "Forget This Network".
Go back, and Select PAWS-Secure again
- Enter your MyID and MyID password
Trust Certificate if Prompted

Manual Configuration

1. **Access the Manual Configuration Section**
   From the Wi-Fi section of the Settings menu, select Other...

![Wi-Fi settings menu]

2. **Enter the network information**
   - **Name**: PAWS-Secure (must be entered exactly as shown)
   - **Security**: WPA2 Enterprise
   - **Username**: is your MyID
   - **Password**: is your MyID password
Remove Profile and Network Reset

Before doing these steps, make sure to try the other troubleshooting steps above.

**Profile Reset**

1. Go to settings.
2. Select General.
3. Scroll to bottom of menu and look for something called “Profiles” (if this does not appear, proceed to full network reset).
4. Remove the profile. You will need to enter in the phone’s passcode if one exists.
5. Connect to the network.

**Network Reset**

This will forget all of your current wireless networks—meaning that you will have to sign back in to all of your previous wireless networks—and reboot the phone.

1. Read the bold line above before proceeding.
2. Go to settings.
4. Scroll to the bottom of menu and select reset.

5. Select "Reset Network Settings".
6. Accept and enter in passcode.
7. Phone will reboot.
8. Connect to PAWS-Secure.