

Connecting to Eduroam SSID iOS

Note: Instructions based on iOS 12 and later.

[Install a configuration profile on your iPhone or iPad - Apple Support](https://support.apple.com/en-us/HT209435) <https://support.apple.com/en-us/HT209435>

Ensure that the following security features are turned off.

1. Open the Settings app on your iPhone or iPad.
2. Scroll down and tap on Face ID & Passcode.
3. Enter your iPhone passcode.
4. Tap on Turn Off Stolen Device Protection.
5. Tap on Turn Off Delay.
6. Expect a delay of sixty (60) minutes before you can download the Eduroam profile.

Step 1: Connect to the FP-Guest SSID

- If you get a captive portal browser pop-up, close the window and open the Safari web browser on your device.

- From Safari you should be taken to the screen seen in the next step, if not navigate to:

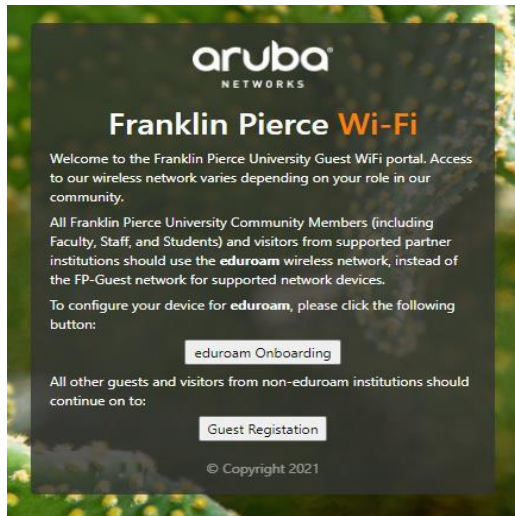
https://login.franklinpierce.edu/guest/device_onboarding.php

DO NOT PROCEED WITH THESE INSTRUCTIONS USING THE CAPTIVE PORTAL BROWSER, IT WILL NOT WORK! YOU HAVE BEEN WARNED.



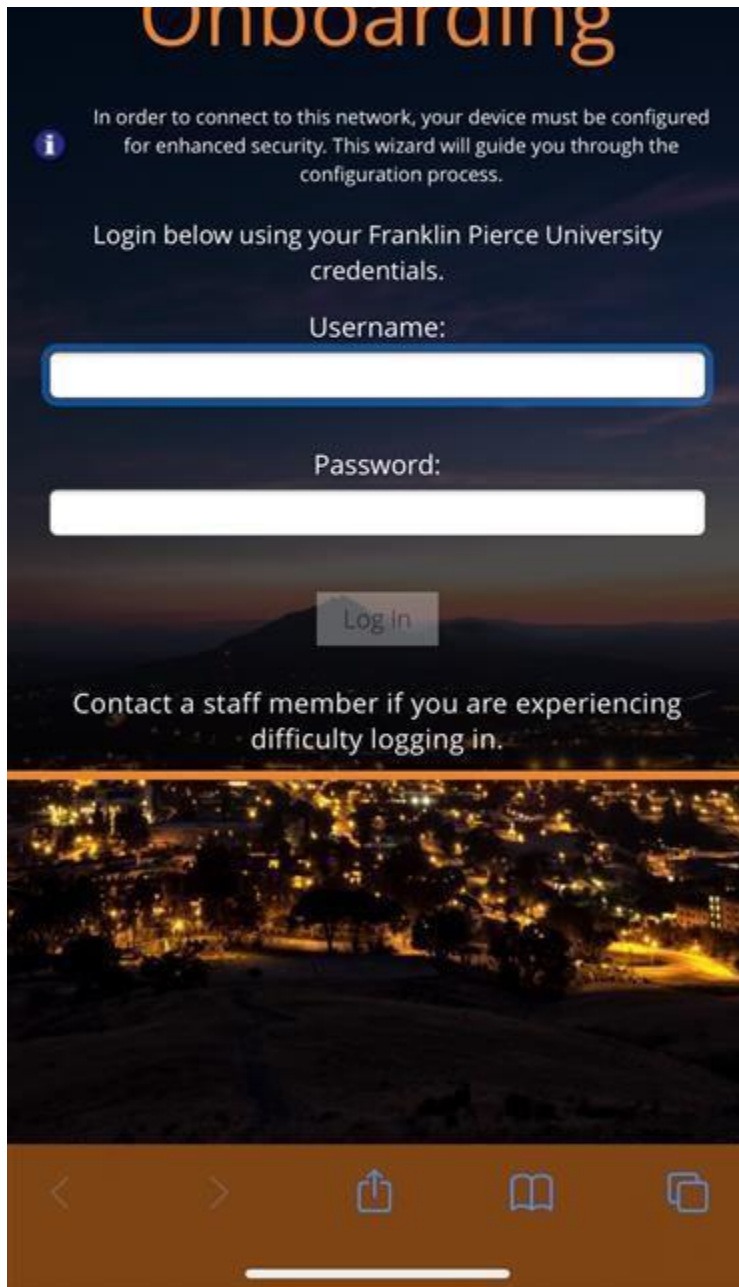
Use QR code to follow link, if desired.

Step 2: At the Guest registration portal (screen below) click on the "eduroam Onboarding" button



Captive Portal Landing Page

Step 3: On the Franklin Pierce Onboarding portal enter your username followed by *@franklinpierce.edu*. Example: *doec@franklinpierce.edu*



Onboarding Portal

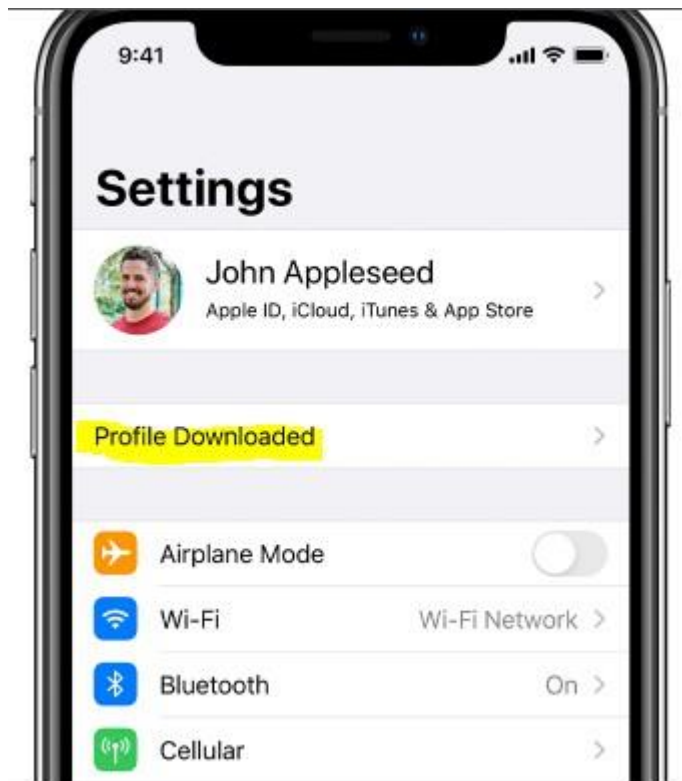
Step 4: Click/tap on the white button to download the profile:
- Note: You will need to tap on "Allow" in the notification that pops up.



Step 5: Go to your device settings and tap the "Profile Downloaded". At the Profiles screen click the "Install..." button.

Tap Install in the upper-right corner, then follow the onscreen instructions.

*** You can have only one profile ready to install at a time. If a profile is not installed within 8 minutes of downloading it, it is automatically deleted.**



Step 6: If you are not now connected to the eduroam Network, navigate to Settings-->Wi-Fi and select the eduroam Wi-Fi connection.
- We further recommend using the "Forget This Network" for FP-Guest to prevent your device from trying to use the FP-Guest network in the future.