CONNECT TO CLARK UNIVERSITY WI-FI

APPLE PHONES AND TABLETS

Should you need help or more information contact the Help Desk via email at helpdesk@clarku.edu or call 508-793-7745.

CONNECT & REGISTER YOUR DEVICE

THIS STEP SHOULD WILL COMPLETED WHEN YOU ARRIVE ON CAMPUS

CONNECT TO THE EDUROAM NETWORK

1. Open Settings
2. Click on Wi-Fi
3. Click on **eduroam**
4. Enter your Clark account details (full email address, and password)
5. Click Join
6. If prompted to Trust radius.it.clarkuedu, click Trust

REGISTER YOUR DEVICE

1. When connected, you will receive a pop-up window with a link to Continue to Device Registration
   a. If on an iPhone and you don’t receive this window, open a browser and navigate to [https://clarknet.clarku.edu](https://clarknet.clarku.edu)
   b. If on an iPad, the network may try to register you as a laptop. If you receive a page asking you to Download CUSystemCheck
      i. Use a different browser to register
         i. Close the registration page
         ii. If prompted, choose Use without Internet
         iii. Open an alternative browser (Chrome, Firefox)
         iv. Navigate to https://clarknet.clarku.edu
         v. Complete registration steps below.
      ii. Use Safari
         i. If your window displays the address bar below, click on the two AAs
            ii. Click Website Settings
            iii. Unselect Request Desktop Website
            iv. Click Done
            v. Close Safari
            vi. Open Safari
            vii. Navigate to https://clarknet.clarku.edu
   2. Click on Continue to Device Registration
      a. If prompted, click Allow
3. Log in with your Clark account
4. Enter a nickname for your device that is descriptive
   a. We recommend the device make and model, and year of registration
2. Check the box to state that you have read and agree to the Appropriate Use policy
3. Click Register
4. Click Ok

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RESET YOUR WIFI CONNECTION

1. Open Settings
2. Click on Wi-Fi
3. Turn Wi-Fi off
4. Turn Wi-Fi on
5. Click on eduroam
6. Test your Wi-Fi by navigating to a preferred non-Clark website.

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TURN OFF PRIVATE ADDRESS (iOS14 OR HIGHER)

If using a more recent version of iOS, your WiFi settings may default to using a private address on WiFi. As eduroam is a secure network, and your device is registered, private browsing is not necessary and will prevent you from connecting.

1. Open Settings
2. Click on Wi-Fi
3. Click the information icon
4. Toggle the green switch next to Private Address
5. Follow the prompts on your screen to rejoin the network