

CONNECT TO CLARK UNIVERSITY WI-FI

APPLE PHONES AND TABLETS

If you need assistance, please contact the Help Desk via email at helpdesk@clarku.edu or call 508-793-7745.


CONNECT & REGISTER YOUR DEVICE

THIS STEP SHOULD BE COMPLETED WHEN YOU ARRIVE ON CAMPUS

CONNECT TO THE CLARKWIFI NETWORK

1. Open Settings
2. Click on Wi-Fi
3. Click on **ClarkWiFi**
4. Enter your Clark account details (full email address and password)
5. Click *Join*
6. If prompted to Trust radius.it.clarku.edu, 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>
 - 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
5. Check the box to state that you have read and agree to the **Appropriate Use policy**
6. Click Register
7. Click Ok

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 **ClarkWiFi**
6. Test your Wi-Fi by navigating to a preferred non-Clark website.

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 ClarkWiFi 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