

Resolving iPhone/Mac SU-Secure Cert Issue

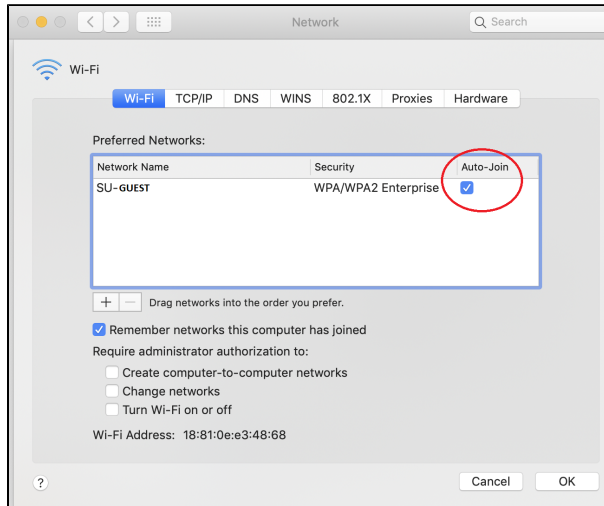
To reconnect to SU-Secure after disconnect please follow the below steps.

****If you are connected to any SU wifi, please start at step 1. If not, you can skip to step 2.**

1. Disconnect from all SU networks including SU-Guest, SU-Connect, and SU-Secure

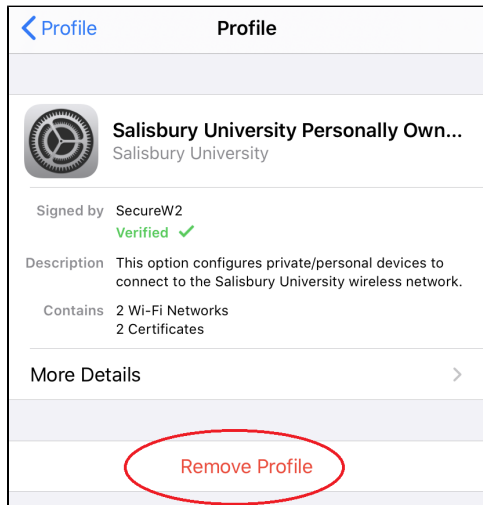
If using an iPhone go to **Settings, Wifi Settings**, and choose the **SU-Guest, SU-Secure, and SU-Connect** network connection. Turn off **Auto Join** or select **Forget Network**.

If using a Mac go to **Network Preferences**, select **Advanced**, and un-check **Auto-Join** for the **all SU** networks,

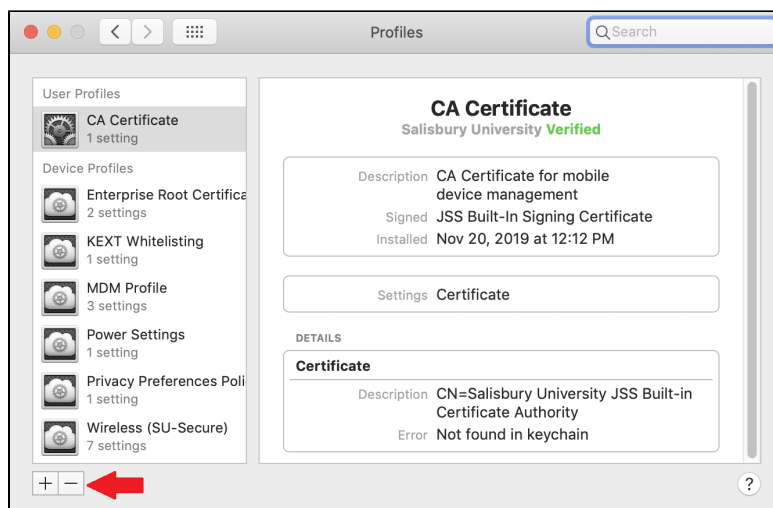


2. Remove the Previous Profile

If using an iPhone go to **Settings, General**, and choose **Profile**. Select **Remove Profile** twice to remove the previously installed profile.



If using a Mac go to **System Preferences** and choose **Profiles**. Click on the — at the bottom to remove the profiles previously downloaded.

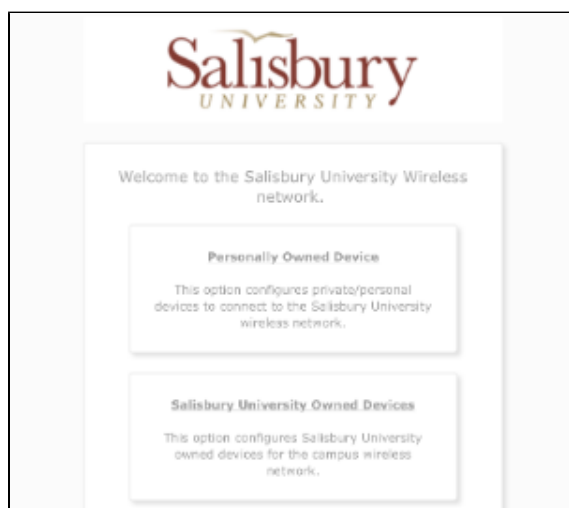


4. Connect to SU-Connect

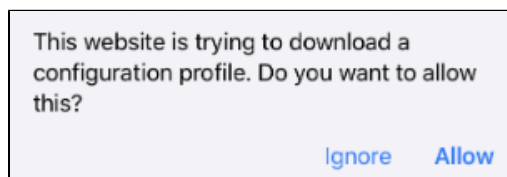
Go to **Wifi** connections and choose to connect to the wifi network **SU-Connect**

Open Safari and go to <https://connect.salisbury.edu>

Select **Personally Owned** or **University Owned**

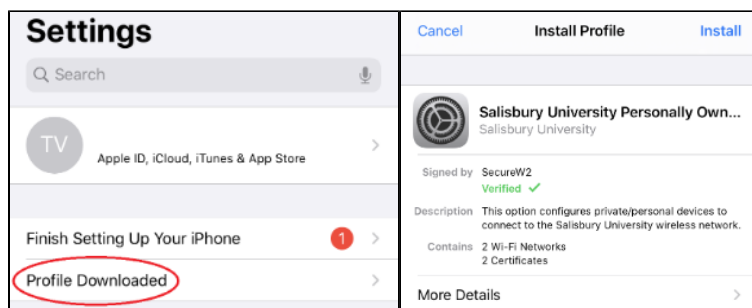


Click **Allow** to allow the new profile to be downloaded



5. Install the new Profile

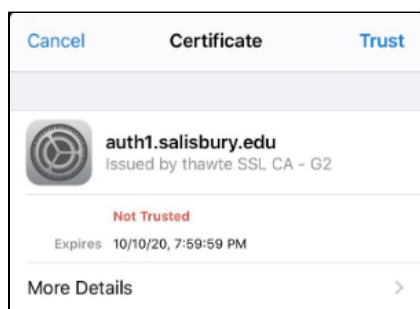
If using an iPhone go to Settings and choose Profile Downloaded. Select Install for the new profile to be installed.



If using a Mac double click the **Wrapper** icon and then click **Open**. When prompted enter your SU username and password. If this fails click on **SU-Secure** in your list of Wifi connections and enter the credentials when requested.

6. **Your device may now connect to SU-Secure.** Allow your device to attempt to connect to SU-Secure automatically.

****If your device does not automatically connect to SU-Secure go to Wifi settings and select to connect to SU-Secure . Upon connecting you may see a certificate warning. You will need to select Trust to complete the connection process.**



****If your device is still experiencing issues connecting to SU-Secure please restart the device and complete the steps above again.**

7. If you have attempted to reconnect using the steps above and are still experiencing an issue please contact the **Help Desk** by phone at **410-677-5454** and leaving a message or you can enter a ticket online at <https://itsupport.salisbury.edu> by choosing the Request Type of **Internet, TV, and Phones** and **"I am having a problem connecting to the internet"**.