

Tips For iOS Devices (iPhone, iPad) Experiencing Wi-Fi Problems

1. Use the *McDaniel College* Wi-Fi Network

All students should be in the practice of using the “*McDaniel College*” Wi-Fi network for your day-to-day wireless needs. This network requires that you login with your McDaniel username and password. Do not use “*McDaniel Guest*” or “*McDaniel ResHall Special*”.

Faculty and Staff may instead wish to use the “*McDaniel Reserved*” network, which additionally provides access to department printers and shared drive access. This network requires that an additional password be entered for access, which can be obtained through contacting the IT Help Desk.

College students, faculty and staff should not use the “*McDaniel Guest*” network, as this network is intended for visitors to the campus and is restricted in both bandwidth and ability to access internal college resources, e.g. email.

The “*McDaniel ResHall Special*” network should only be used for special needs, e.g. gaming devices, Smart TVs. This network is also restricted in both bandwidth and ability to access college resources.



We recommend you perform the each step that follows in succession, testing your connection after each until you are able to maintain a consistent wireless network connection. You need not perform all steps if you find one has corrected your problem.

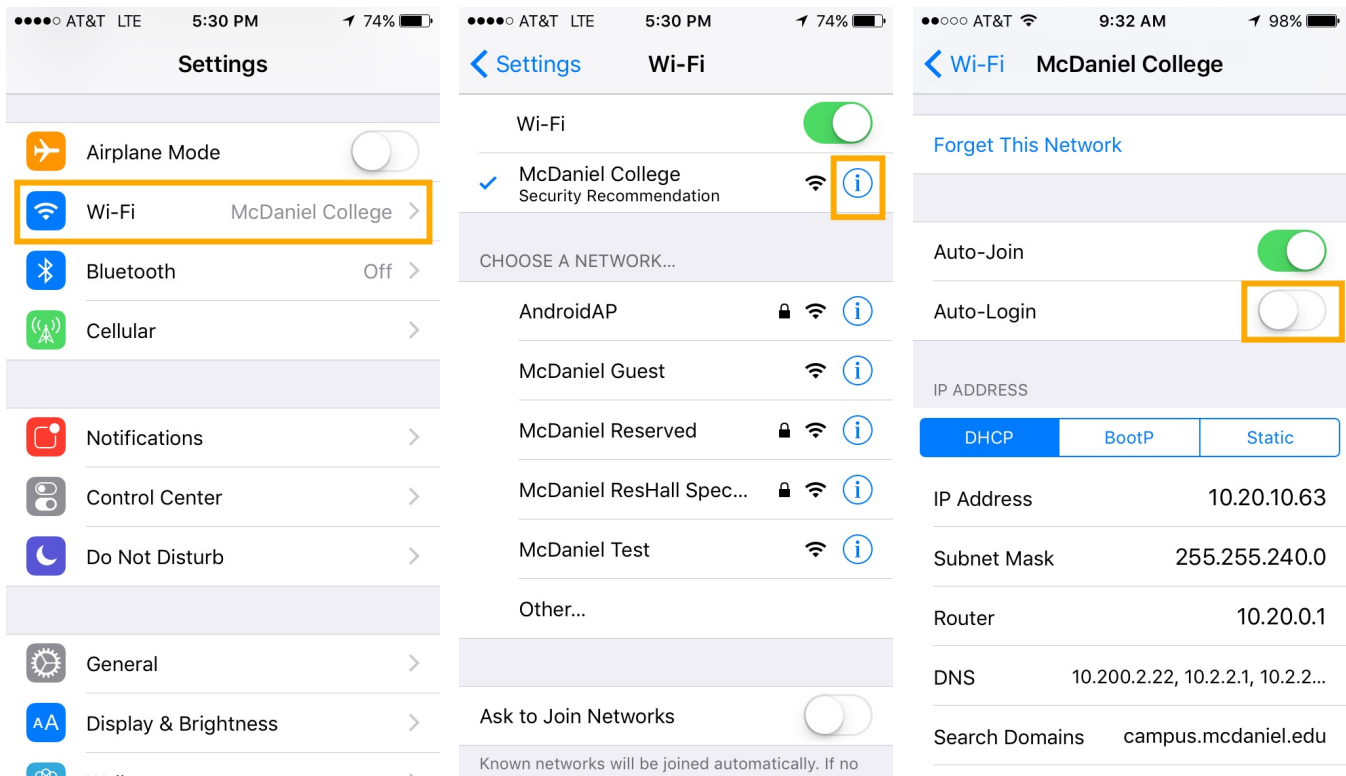
2. Turn Off Auto-Login

We have discovered that the Auto-Login feature of iOS devices can cause connection issues on the network. This feature can exhibit itself in the following ways:

- Authenticating to the splash page errors out, or doesn't appear to respond.
- Frequent requirement to re-authenticate to the network.
- Frequent disconnects from the wireless, particularly when device is idle.

In order to disable this setting follow the below instructions:

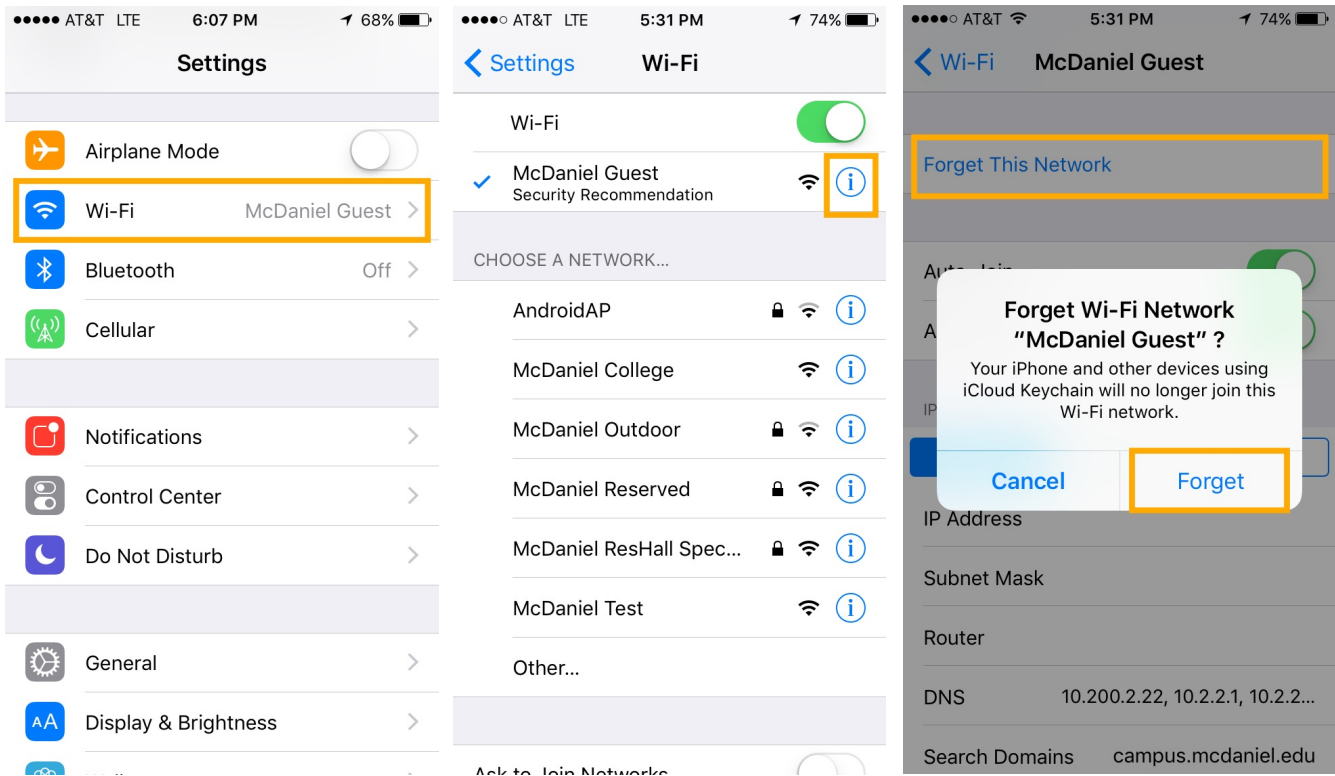
- Click on the Home button of the Apple Device
- Open the Settings icon 
- Click on the settings option Wi-Fi
- Click on the  icon of the desired Wi-Fi network name
- Disable the Auto-Login option (*move slider left so green disappears*)
- Go back to the list of Wi-Fi network names
- Select the desire Wi-Fi network name to connect



3. Forget & Rejoin Wi-Fi Network

Another tip to try if your iPhone Wi-Fi keeps disconnecting or iPhone won't connect to a Wi-Fi network, you can go to Settings > Wi-Fi, enter the information page of this Wi-Fi, and then choose Forget This Network. After that, rejoin this network.

Also, if you find you are continually being connected to the wrong Wi-Fi network, e.g. getting connected to "McDaniel Guest" when you want to be on "McDaniel College", simply Forget the "McDaniel Guest" network and do not rejoin it.



4. Force Restart Your iPhone, iPad, or iPod Touch

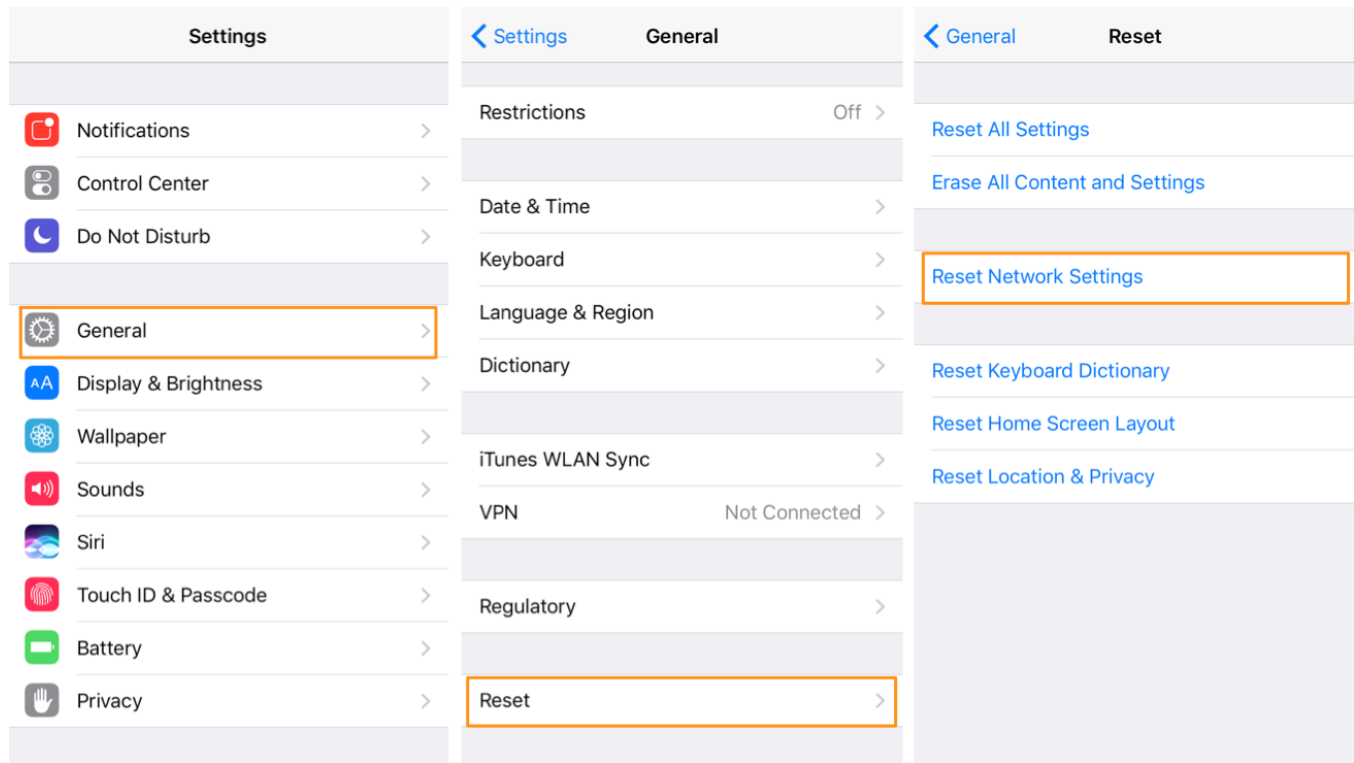
Force restarting your device can also be a solution to fix common iOS 10.3 issues, of course, including iPhone 7/6s/SE/6/5s Wi-Fi problems. Here's how to force restart an iOS device:

- If you are using iPhone 7 or iPhone 7 Plus: Press and hold both the Sleep/Wake and Volume Down buttons for at least ten seconds, until you see the Apple logo.
- If you are using iPhone 6s and earlier, iPad, or iPod touch: Press and hold both the Sleep/Wake and Home buttons for at least ten seconds, until you see the Apple logo.

5. Reset Network Settings

Finally, resetting your network settings can be an effective way to solve iPhone Wi-Fi problems. To reset your network settings, go to Settings > General > Reset > Reset Network Settings. Note that this will erase all save Wi-Fi and passwords

and you will need to re-connect to your Wi-Fi network after resetting.



If you have tried all tips above and are still having problems connecting your iOS device to the McDaniel College wireless network, we recommend you contact the IT Help Desk by email at helpdesk@mcdaniel.edu or by phone at 410-871-3390.

