


iPhones/iPads/iPods using iOS 13 and higher

If you have recently updated your iPhone, iPad, or iPod touch to iOS14, a new security feature randomizes the MAC address to prevent Wi-Fi tracking. This is not compatible with Shepherd's registration wireless WPA2 Enterprise network security. To turn it off, please do the following:

- 1) Open the Settings app, then tap Wi-Fi.
- 2) Tap the information button  next to the registration network.
- 3) Slide the button next to Private Address to turn it off.



Then follow the instructions below.

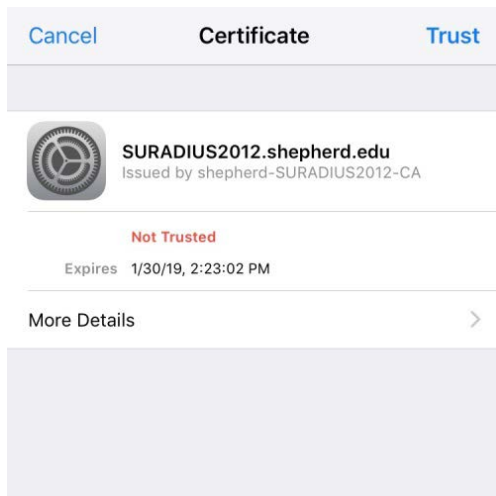
- 1) Open settings



2) Select "registration" under the Wi-Fi tab



3) Trust the certificate setting



4) Enter user credentials – this will be the same as your Sakai log-in information



The image shows a dialog box with a grey header containing the text "Enter the password for 'registration'". Below the header are three buttons: "Cancel" (in blue), "Enter Password" (in bold black), and "Join" (in grey). The main area of the dialog is white and contains two input fields. The first is labeled "Username" and has a vertical cursor. The second is labeled "Password" and is currently empty. The dialog box has a light grey border and a subtle drop shadow.

5) Go to <https://www.shepherd.edu/rhdeviceregistration/>. Scroll to the bottom of the page and fill out the Device Registration form. You do not have to connect with an Ethernet cable.