

### Instructions for AstateSecure for iPhones & iPads

1. Go to Settings>Wi-Fi. Make sure that you are not connected to any other wireless networks. If you are, select the circled 'i' and then "Forget this network". Do this for every network that tries to connect. Then try connecting to AstateSecure.
  - a. If you get a message saying that the server is untrusted, click Accept. Unfortunately, due to the technology, this is normal.
  - b. If it says that it's a wrong username and password, most of the time, that's the problem. Try entering your username and password again. If this continues to fail, it's likely that your account has been locked for too many wrong password entries or there is something wrong with your account.
  - c. It's also possible that there's something odd with your account. Try the following:
    - i. If you are faculty or staff prefix your username with `astate\` or suffix it with `@astate.edu` For example: `astate\username` or `username@astate.edu`
    - ii. If you are a student prefix your username with `student\` or suffix it with `@smail.astate.edu` For example: `student\username` or `username@smail.astate.edu`
  - d. If it says cannot connect. Try a couple of more times. For reasons unknown, it sometimes takes a couple of times to make the first connection. It should be more stable after that.
2. If you have problems with any of the above do the following:
  - a. Turn your wi-fi off and then back on. Try step one again.
  - b. Completely power off your device by holding on the power button and following the prompts. Try step one again.
  - c. Worse case: Go to Settings>General>Reset>Reset Network Settings.
  - d. If none of the above works, call the HelpDesk at 870-972-3933.
  - e. Absolute worst case: Use iTunes to set your device to factory settings. Note that this will completely blank your device and should only be used as a last resort.
3. If step two doesn't work. You're device is probably damaged and needs replacing or repairing.