



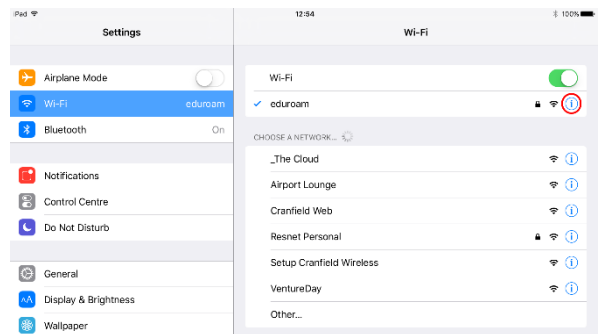
Apple mobile devices and password synchronisation

Helpsheet IT51

The majority of mobile devices that connect to the University's IT Network will do this through automatic synchronisation (i.e. using a saved password to validate the connection) and therefore must be either turned off, disconnected or have the synchronisation feature disabled before any password change to prevent the account being locked out. Instructions for Apple devices are provided in this document but users should contact the IT Service desk for other mobile device operating systems.

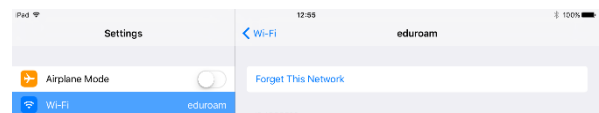
Step 1

Once you have changed your network password you will need to re-configure your Wi-Fi settings, as the mobile device will not recognise your new password. Open the **Settings** App and select the **Wi-Fi** option.



Step 2

Having selected your normal Wi-Fi network (Eduroam) touch the blue "i" icon and select the **'Forget the Network'** button.



Step 3

Confirm the instruction by selecting **'Forget'**.



If you previously joined the network using the Setup Cranfield Wireless tool you will also need to remove the network profile before you continue.

To do this select the **General** option in the Settings app and then select **Profiles**. Next select The Eduroam profile and tap **Delete**. You may be prompted to enter your device PIN or password to confirm deletion.

Now that the device has removed the network password from its memory, it can be re-setup with the new password.

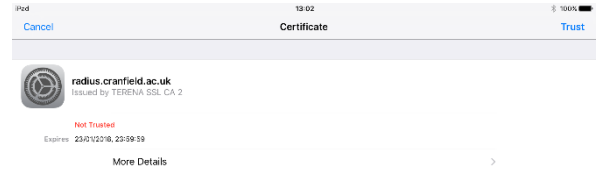
Step 4

Return to the **Wi-Fi** section of the Settings app and select Eduroam from the network list. Enter your username followed by @cranfield.ac.uk (example: s123456@cranfield.ac.uk). Enter the new password in the password field and select **Join**



Step 5

You will need to re-install the Wi-Fi (radius) certificate on the device by accepting the instructions on screen by choosing **Trust**.



Complete!

You are now re-connected to Eduroam with your new password.

Repeat this process on the Resnet Personal network if you have it added to your device.

Contacting us

For further information or assistance with synching Apple devices please contact us.

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Our skilled support staff are available to help Monday - Friday: 8 AM – 8 PM