

Disabling Private Wi-Fi Addressing

Why You Need to Turn Off Private Wi-Fi Addressing at Astate

To connect to AStateConnect, you must disable private Wi-Fi addressing. This setting causes your device to use a random MAC address, which can lead to connection issues and interfere with campus network security and performance.

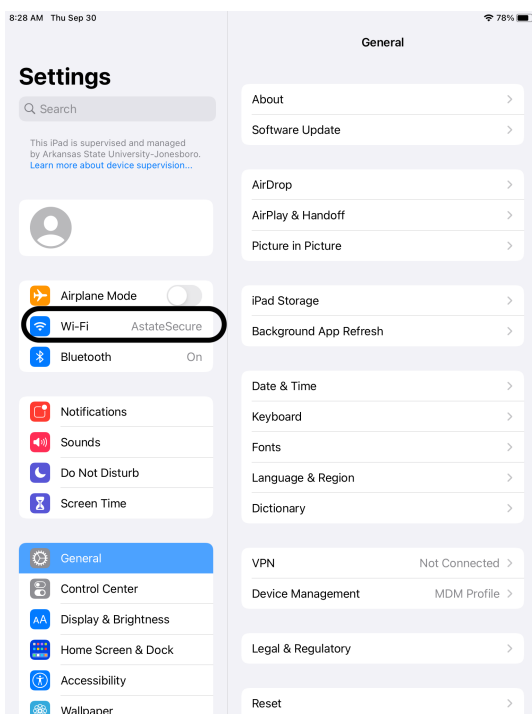
Disabling it ensures stable access, better support, and a secure experience for everyone.

iOS Devices

1. Open the **Settings** app on your iOS device. The icon should look like the image below.



2. Tap on **Wi-Fi** on the left hand side of the **Settings** screen.



3. Find the Wi-Fi network in the list on the right side of the screen; you should see an **information symbol**.



4. Tap on the **information symbol**.

5. Tap to turn **Private Address** on or off. If your device joined the network without using a private address, a privacy warning explains why.



Apple Watch

1. Open the **Settings** app.

2. Tap on **Wi-Fi**.

3. Tap the name of the network you joined. If you haven't joined the network yet, swipe left on its name and tap more.



4. Tap to turn **Private Address** on or off.



Google Pixel

1. Open the **Settings** app.
2. Tap on **Network and Internet**.
3. Tap on **Wi-Fi**.
4. Connect to the Wireless network in your area.
5. Tap the gear icon next to the current Wi-Fi connection.
6. Tap on **Advanced**.
7. Tap on **Privacy**.
8. Tap on **Use device MAC**.

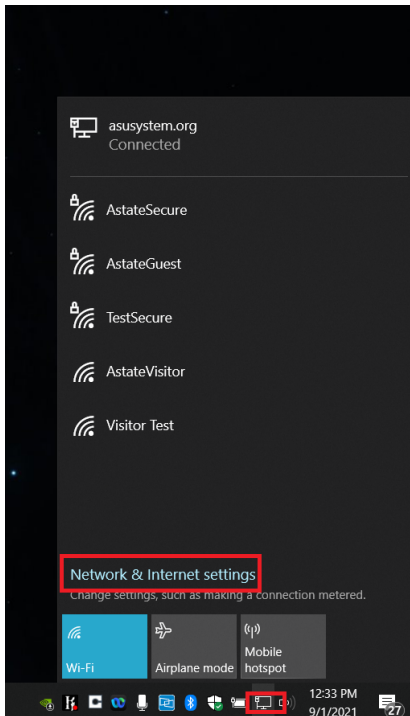
Samsung Galaxy

1. Open the **Settings** app.
2. Tap **Connections**.
3. Tap **Wi-Fi**.
4. Tap **AStateConnect** or **Home@AState**.
5. Tap the gear shaped icon next to the network you connected to.
6. Tap **Advanced**.
7. Tap **MAC Address Type**.

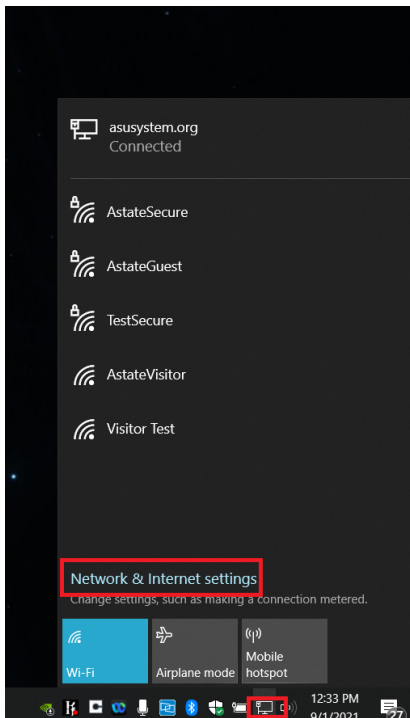
8. Select **Use Phone/Device MAC**.

Windows

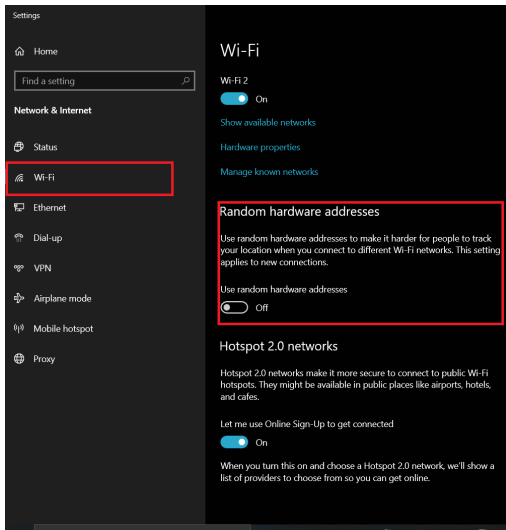
1. Click on the **Network Settings** icon in the bottom right of the screen.



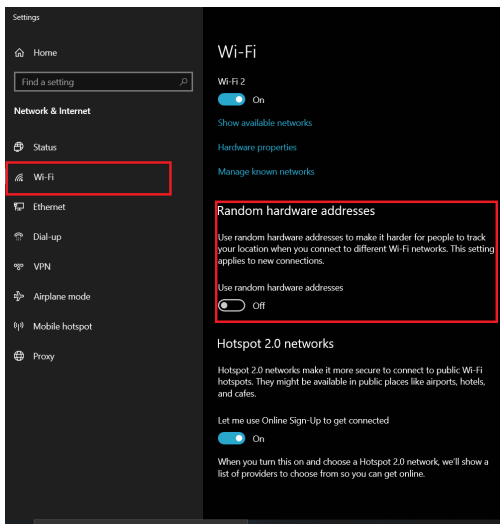
2. Click on **Network & Internet settings**.



3. Select the **Wi-Fi** tab on the left.



4. Turn off **Random hardware addresses**.



For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by IT Support Services (itsupportservices@astate.edu). It is located on the bottom floor of the Dean B. Ellis Library, Room 149.

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