

iCloud Private Relay Troubleshooting

If you have a device running MacOS or iOS and are connected to the AStateConnect network, but having trouble getting websites to load or you are unable to connect to the AStateConnect network, it may be connected to the **iCloud Private Relay**.

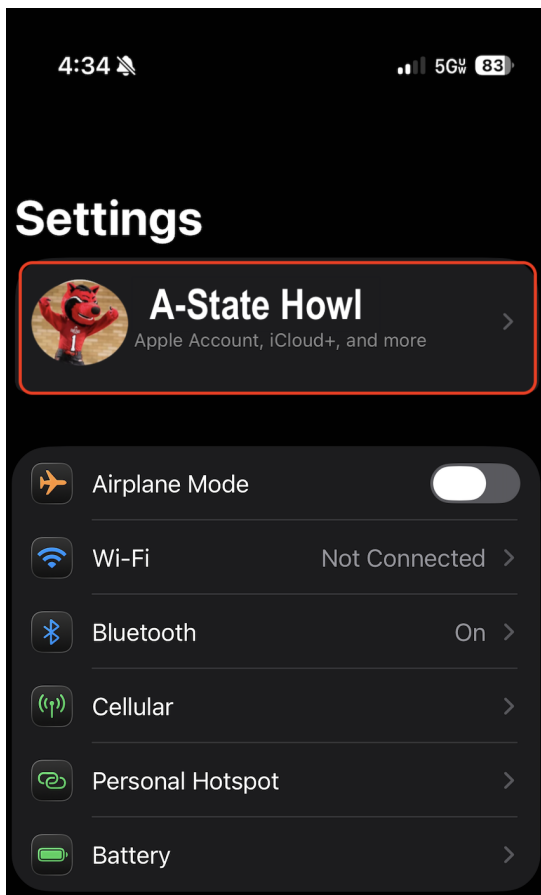
This feature will need to be turned **OFF** for a device to be able to connect the **AStateConnect** network

- Open your devices **System** settings

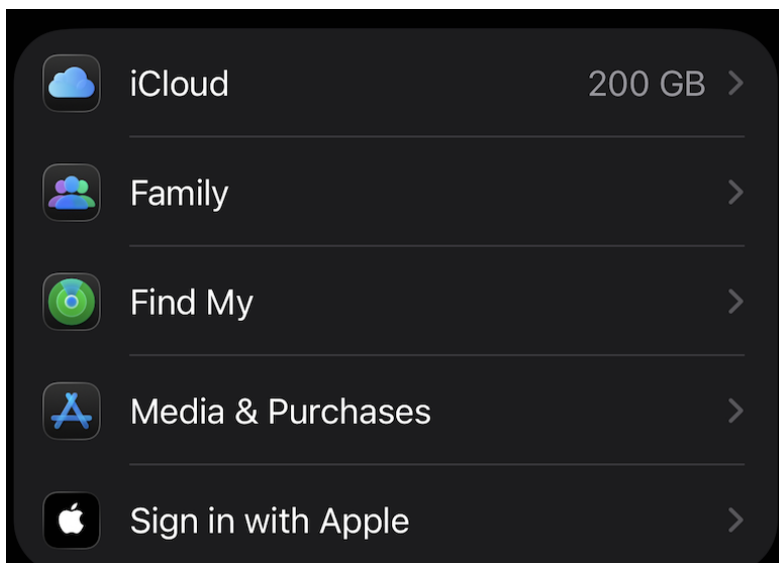


iPhone / iPad

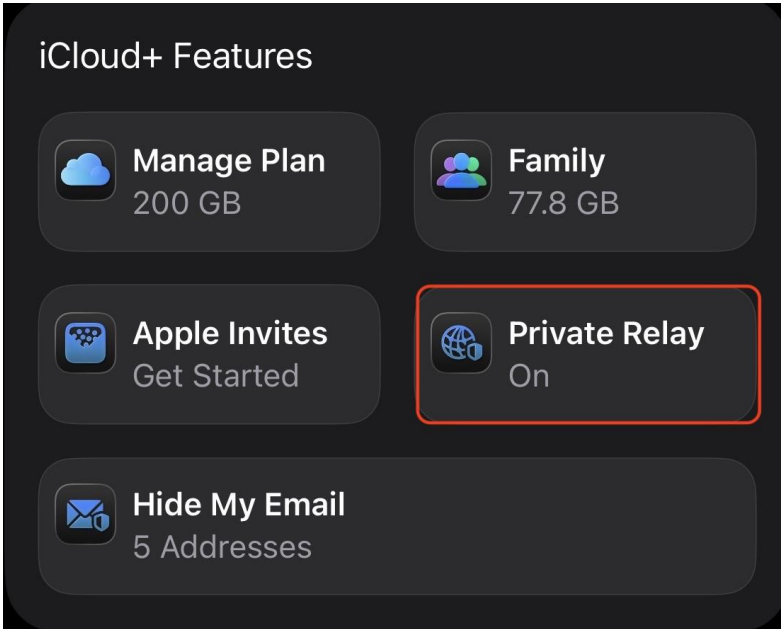
- Select your **Name** on the top of the screen



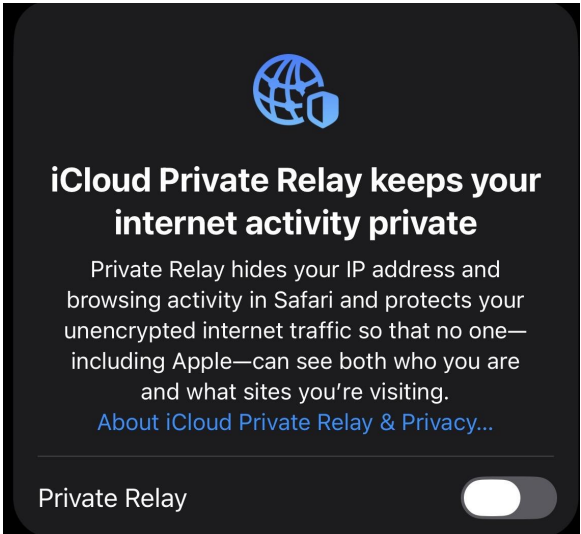
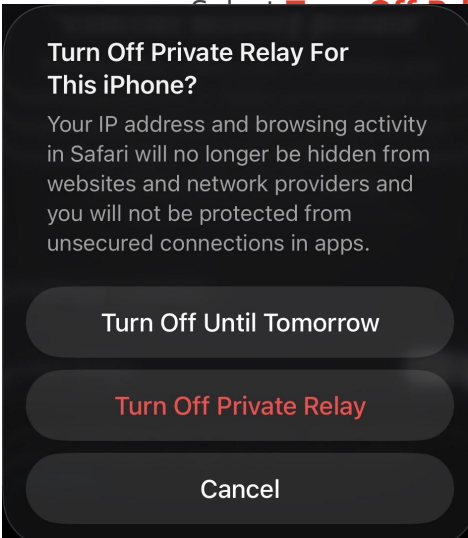
- Select **iCloud**



- From the **iCloud+ Features** menu, tap **Private Relay**



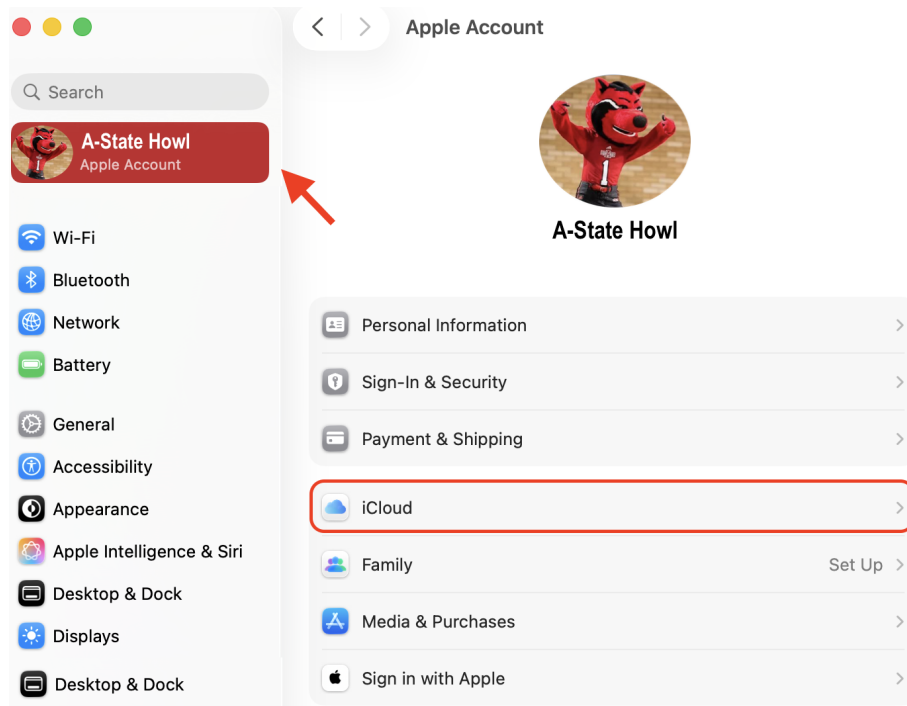
- Toggle **Private Relay** to **OFF**



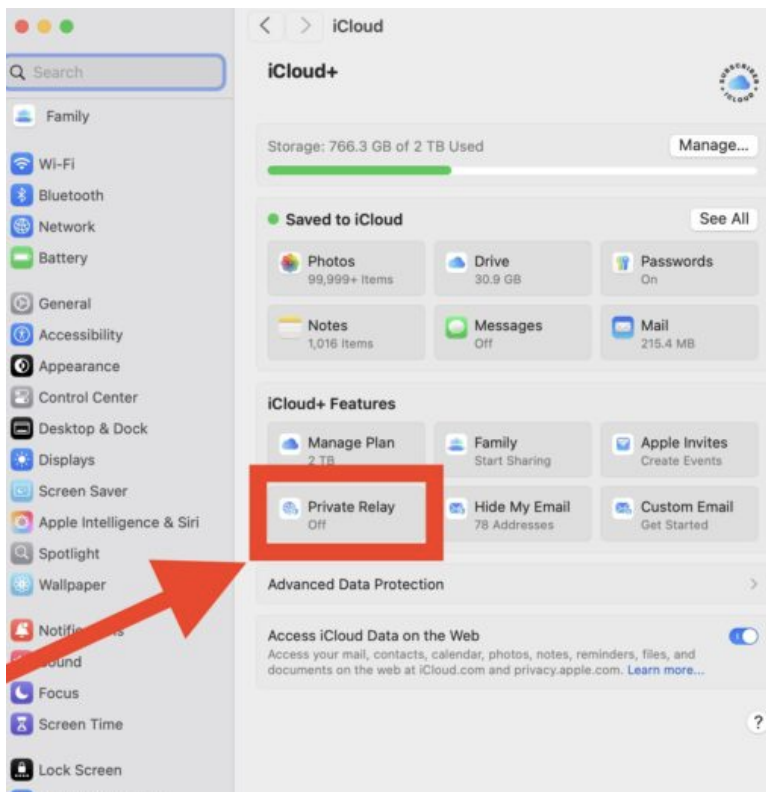
- You should now be able to connect to the **AStateConnect** network
 - You can follow this [GUIDE](#) for help getting connected to the network

MacBook

- Click on your **Name** on the left side of the menu and select **iCloud** on the right side

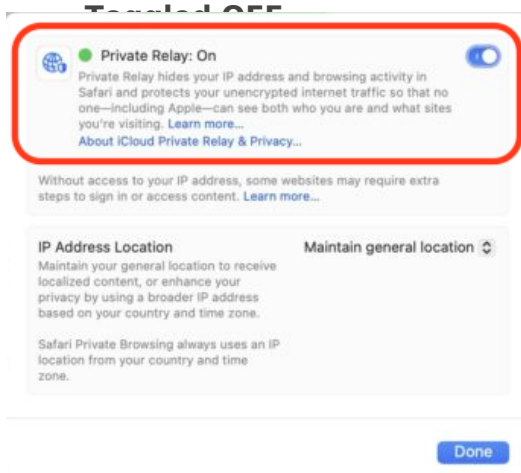


- Under **iCloud+** Features, select **Private Relay**

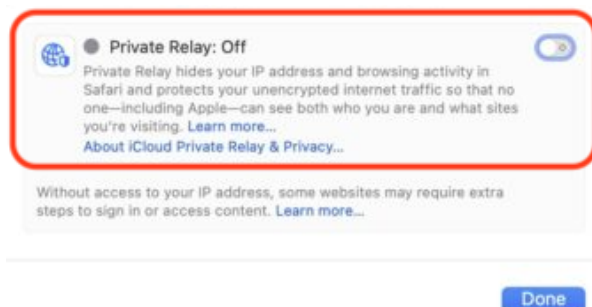
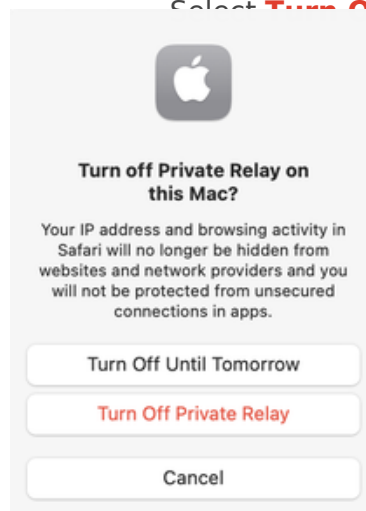


- Toggle **Private Relay** to **OFF**

Toggled ON



Select Turn Off Private Relay



- You should now be able to connect to the **AStateConnect** network
 - You can follow this [GUIDE](#) for help getting connected to the network

Revision #7

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