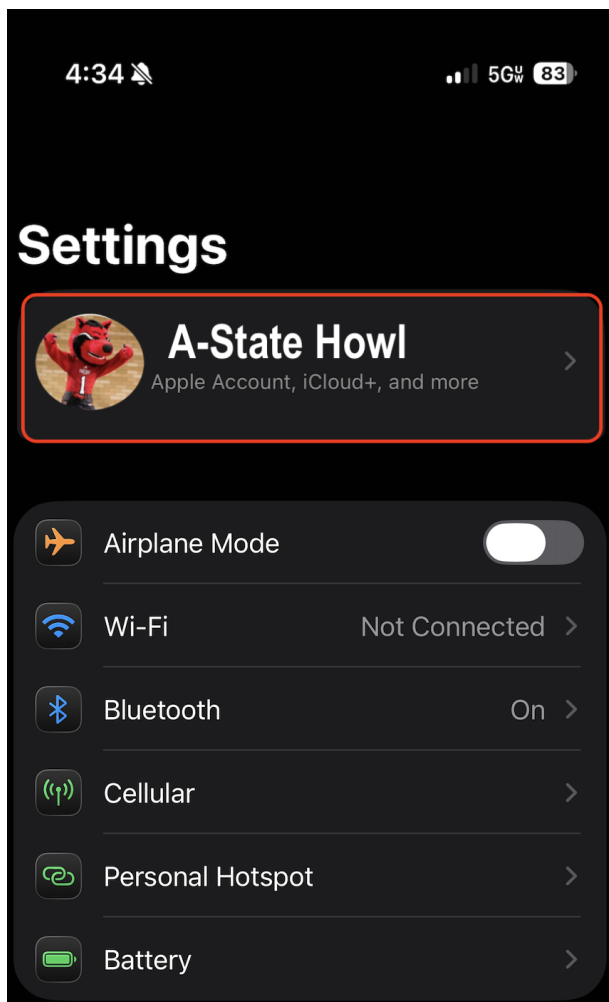


Mac/iOS - AStateConnect Connection Troubleshooting

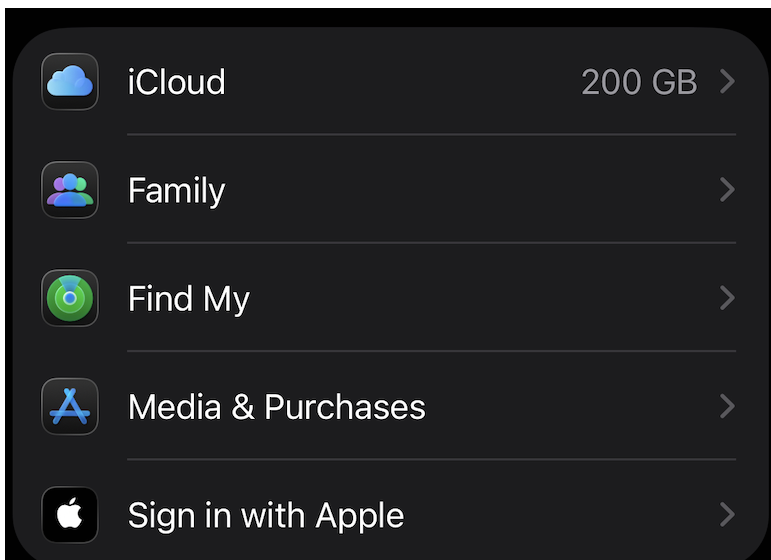
If you are having trouble connecting to the AStateConnect network on your Macbook or iOS device and it keeps going in a loop and asking you to run a Network Diagnostics, follow these steps to resolve the issue.

First, you will need to temporarily pause your iCloud/Keychain sync on your iPhone

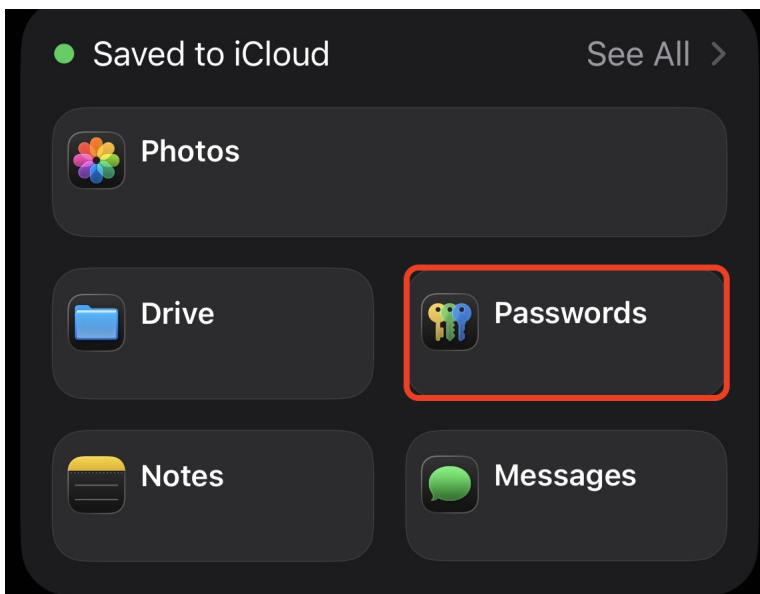
- Open the **Settings** app on your iPhone Troubleshooting
- Tap your name at the very top of the screen



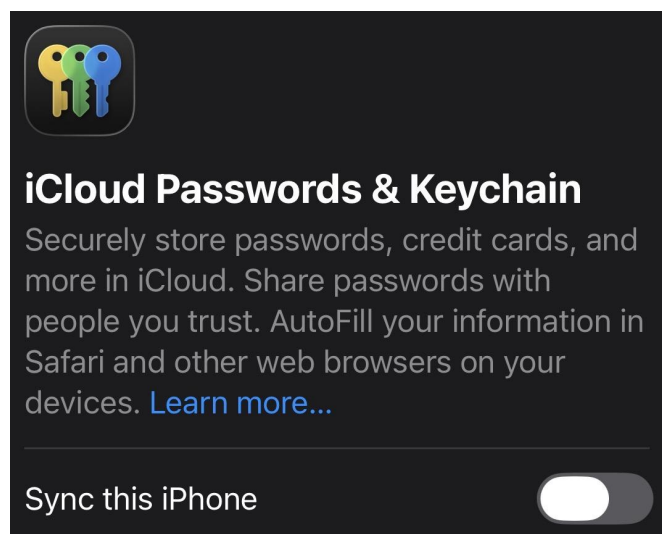
- On the next screen, tap the **iCloud** option



- Tap **Passwords** in the **Saved to iCloud** sections



- Toggle **iCloud Passwords**



Once you have that paused, go back to your MacBook or your iPhone and follow these steps to forget the **AStateConnect** network:

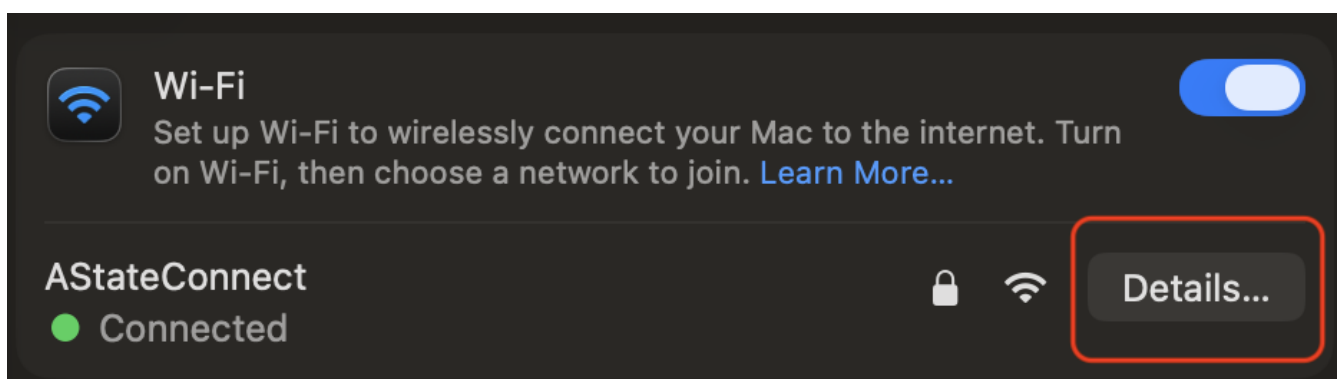
- Go to your devices Network/Wifi settings

MacBook

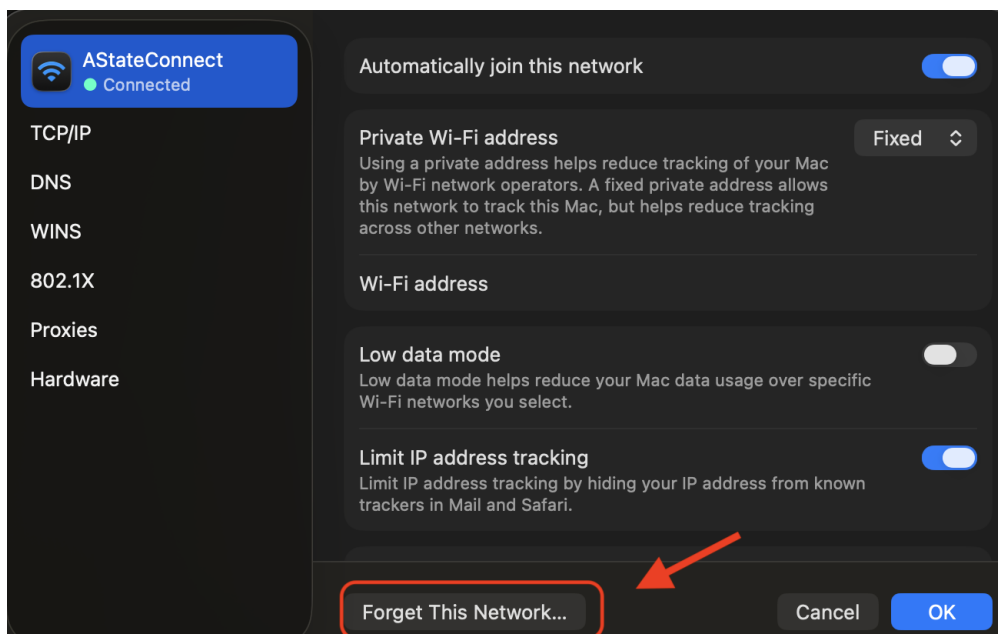
- Click on the Wifi symbol in the top right of the screen



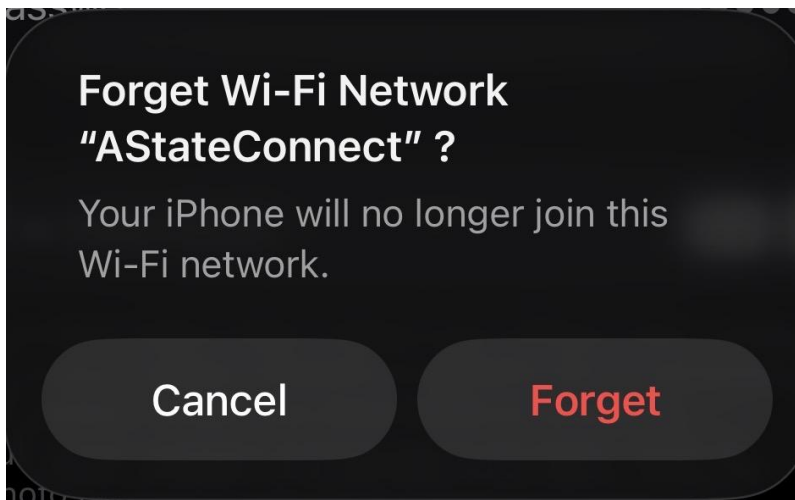
- Select **Wi-fi Settings...** from the list
- Select the **Details** on the **AStateConnect** bar



- Click **Forget This Network...**



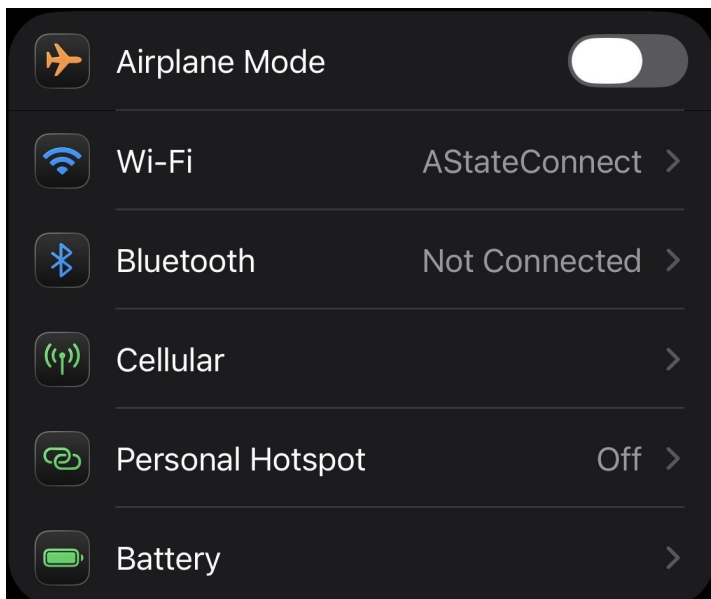
- Click **Forget**



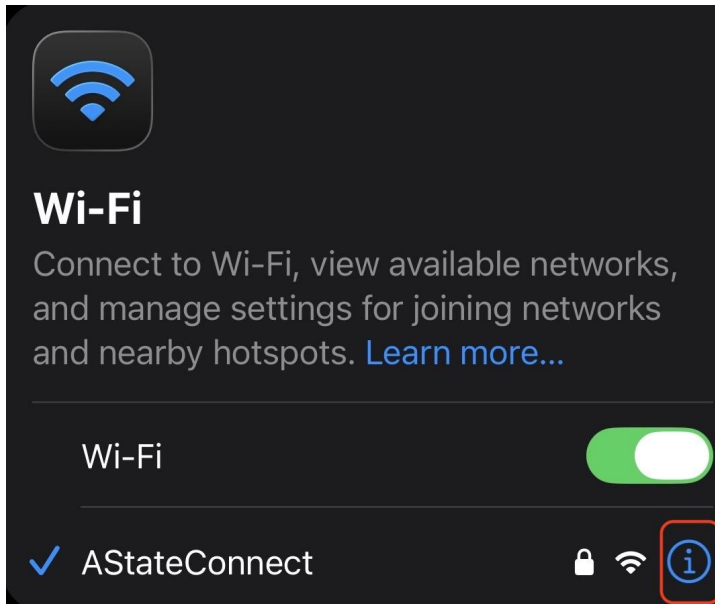
- You should be disconnected from the **AStateConnect** network

iPhone / iPad

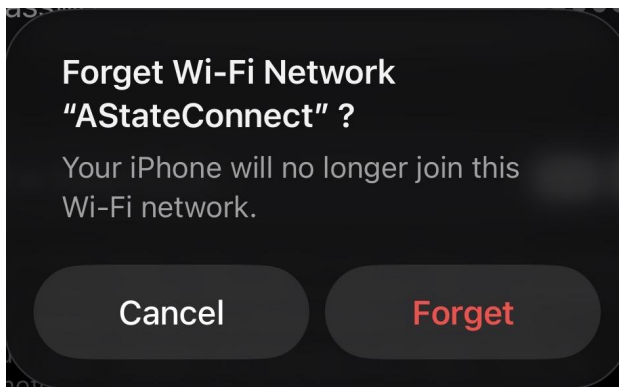
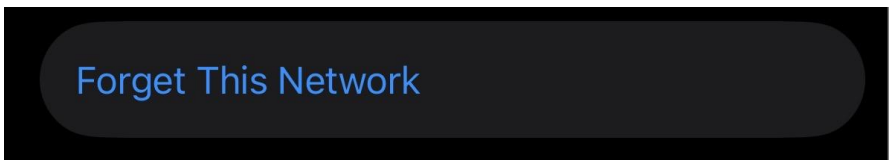
- Open the **Settings** app
- Select **Wi-Fi** from the main screen



- Tap the blue "i" icon next to **AStateConnect**



- Select **Forget This Network** from the top of the screen and tap **Forget**

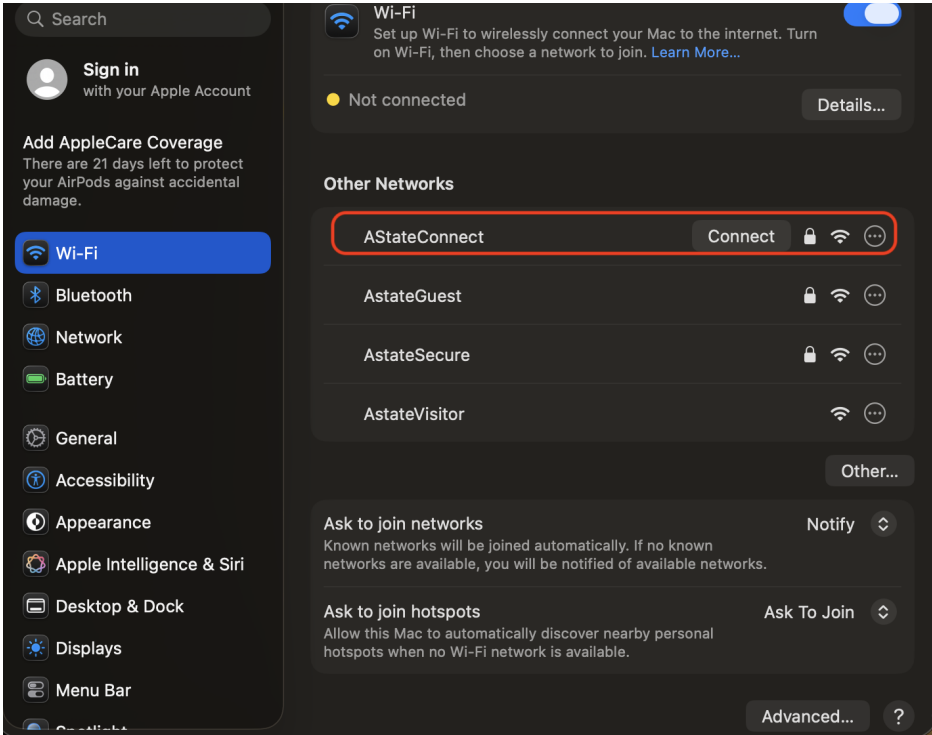


- After you have forgotten the **AStateConnect** network on your device, you will reconnect using your A-State Credentials

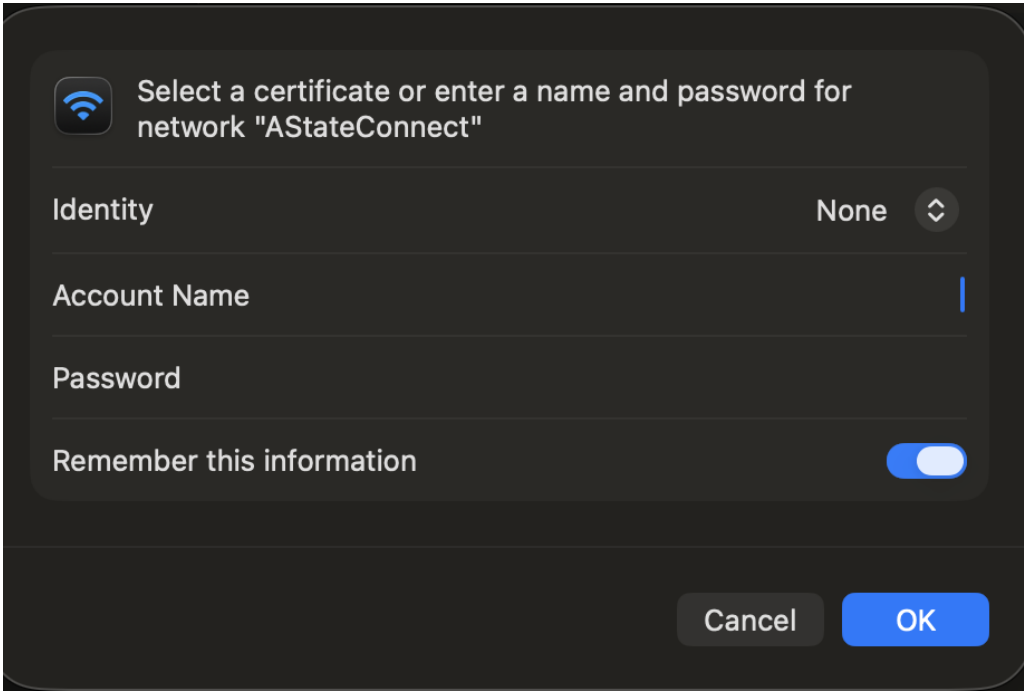
MacBook

- Click on the Wifi symbol in the top right of the screen

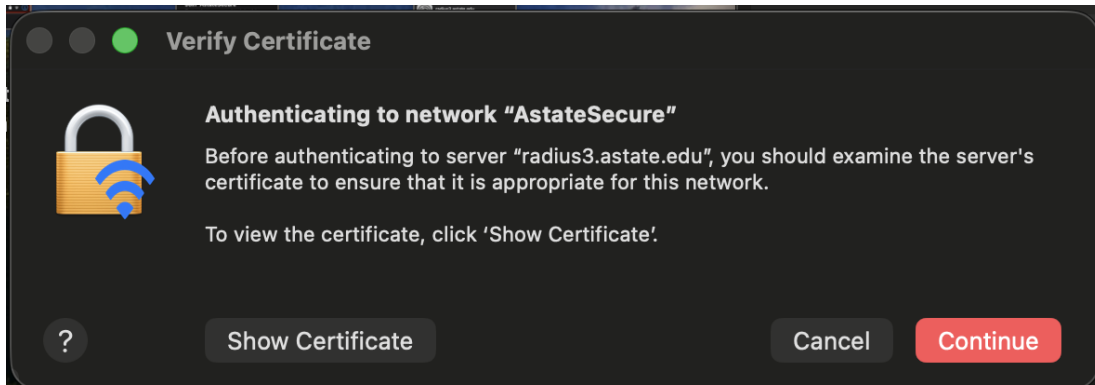


- 
- Type in your A-State

email and password and click OK



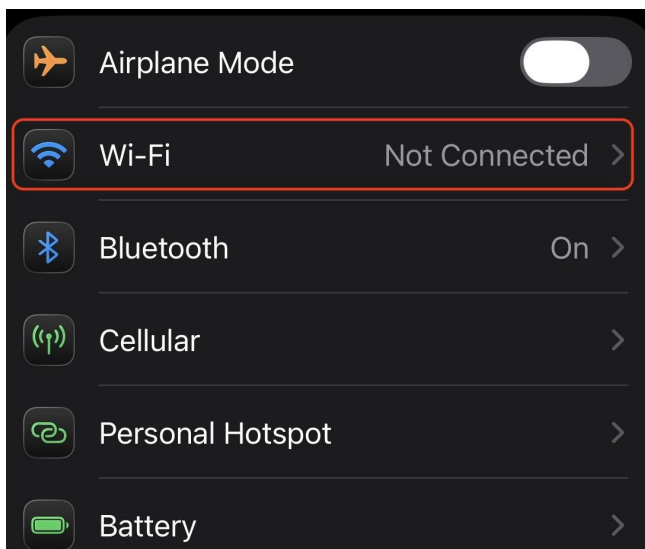
- Click **Continue** when it ask you to **Verify Certificate**



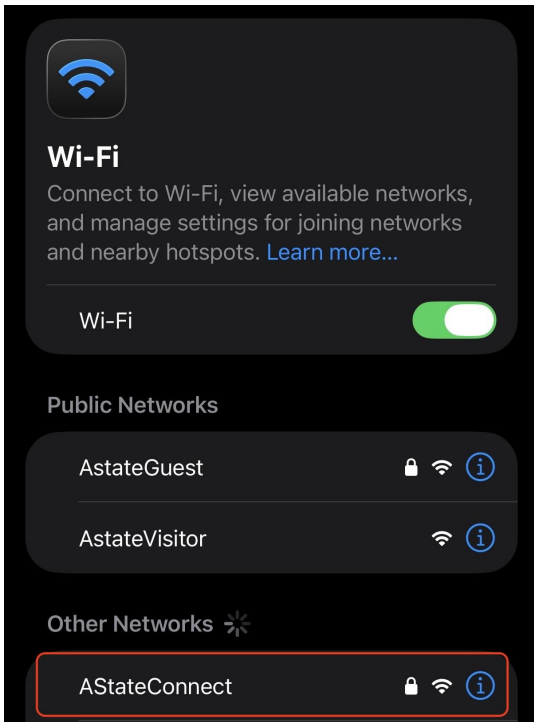
- Verify you are connected to the network by opening a web browser and go to the Pack Portal (pack.astate.edu)

iPhone / iPad

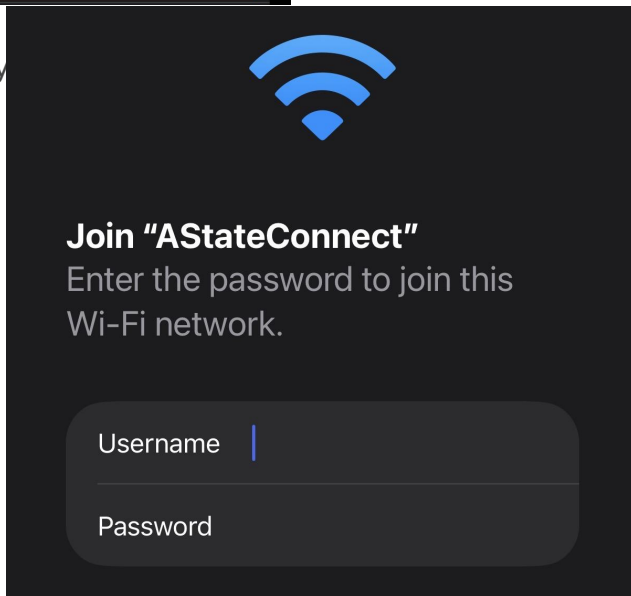
- Open the **Settings** app
- Select **Wi-Fi** from the main screen



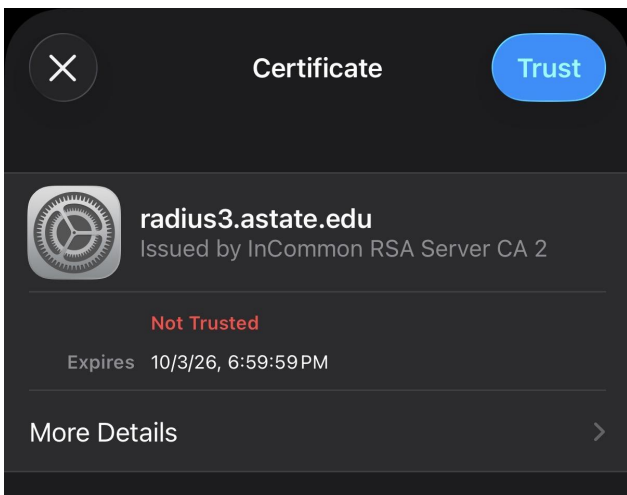
- Select **AStateConnect** from the list



- Sign in with y



Certificate prompt



- Verify you are connected to the network by opening a web browser and go to the Pack Portal (pack.astate.edu)

Revision #11

Created 2026-08-20 21:17:15 UTC by Blake Hall

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