Connecting to SU-secure – iPhone/iPad

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Content provided by ITS Data Network Operations

Overview

This document provides step-by-step instructions for both automatically and manually configuring your Apple iPhone or iPad to connect to SU-secure. Attempt automatic configuration first. Only attempt manual configuration if automatic configuration is unsuccessful. SU-secure is only available for use by Seattle University students, faculty, staff, and Jesuits. For information about guest wireless access, please visit the guest account page at: https://www.seattleu.edu/support/guides/guest-accounts/

Remove Existing SU-secure Profile

1. Tap on the Settings app
2. Tap on the wifi settings menu
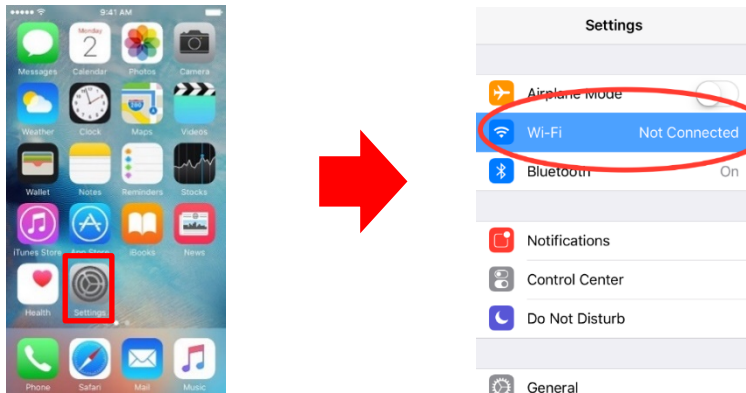
3. Tap on the blue 'i' next to SU-secure
4. Tap the 'Forget this network' button.
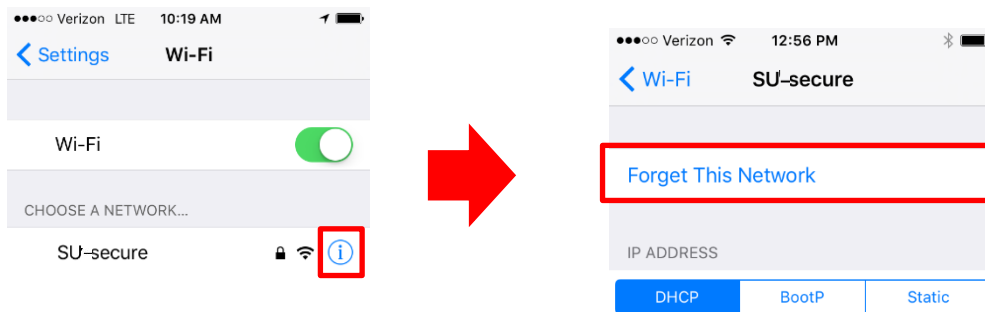
Automatic Configuration

1. Per the instructions above, ensure you have removed any existing SU-secure profiles from your device.
2. Using Safari as your web browser, visit the ITS downloads page at https://www.seattleu.edu/support/downloads/. You may be prompted to enter your SeattleU credentials to access this page.
3. Locate the 'Auto Configure SU-secure' heading and download the Apple Devices configuration package.
4. Run the 'AutoConfigureApple-SU-secure.mobileconfig' file
5. Tap 'Install' in the top right corner
6. Enter your device passcode if prompted
7. Tap 'Install' in the top right corner, and 'Install' once more on the popup that appears
8. Enter your SeattleU username and tap 'Next', then enter your SeattleU password and tap next
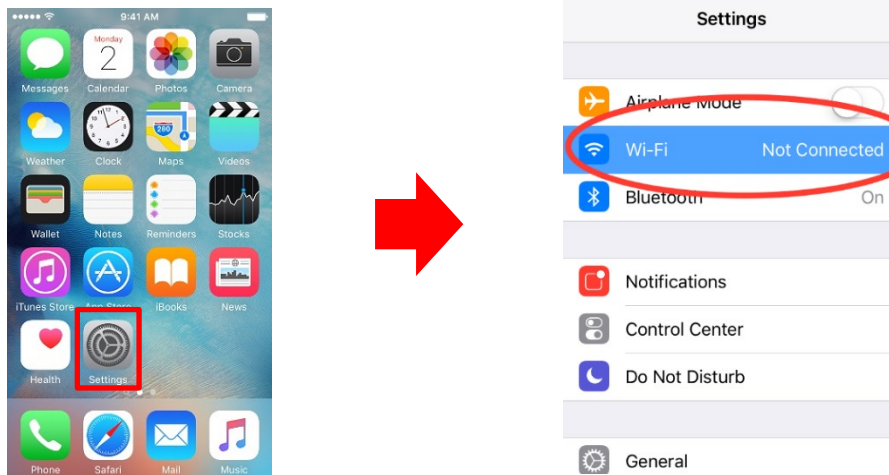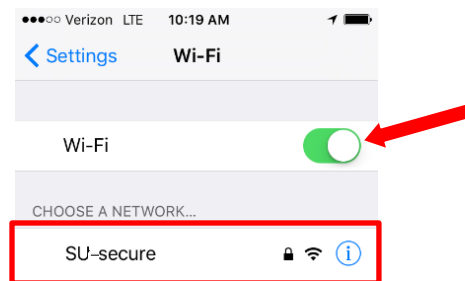
Manual Configuration

1. **Connect to SU-secure**
   a. Tap on the settings app from the home screen.
   b. Tap on the wifi button on the settings menu to open up the wifi settings menu.

   c. On the wifi settings menu, ensure that the wifi switch is set to on (green), and then tap on SU-secure to connect.

2. **Configure your connection**
   a. Enter your SeattleU username and password when prompted and tap 'Join'
   b. You will be prompted to accept a security certificate. Verify that the certificate has the following properties and tap 'Trust':
      i. Name: **oitias1.seattleu.edu** *OR* **oitias2.seattleu.edu**
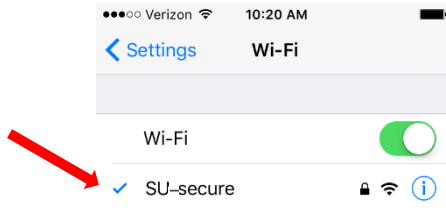   ii. Issued by: **InCommon Server CA**
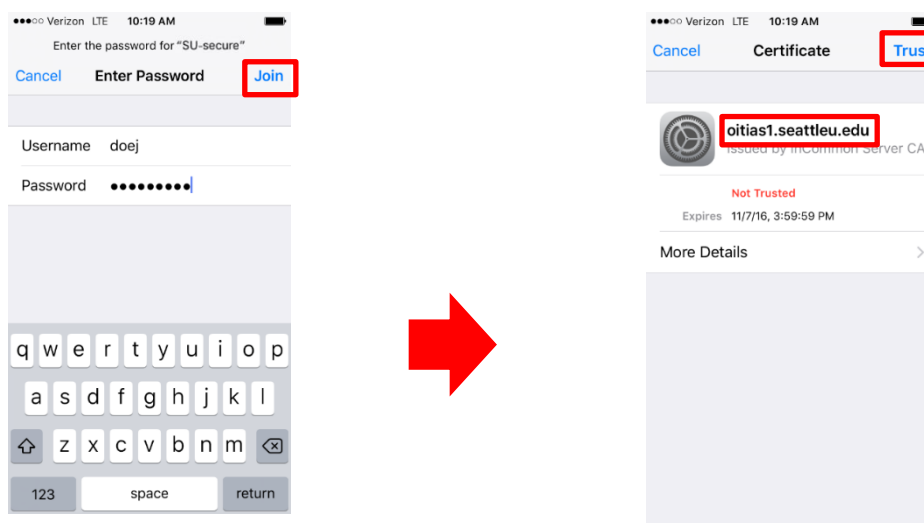
3. **Verify that you are connected**
   a. Upon successful authentication, your wifi settings menu will show a checkmark next to SU-secure:

4. **If you are unable to connect your device to SU-secure after following the above steps:**
   a. Validate that there are no static IP address or DNS settings that are configured on your device. Devices that are configured with a static IP address or static DNS settings will not be able to connect to SU-secure
   b. Validate that the username and password being used are your current SeattleU username and password
   c. Visit https://www.seattleu.edu/its/support/support-articles/wireless-network-connect-to-su-secure.html and locate the troubleshooting guide for your device.

If you are still unable to connect

If you are still unable to connect to SU-secure after configuring your device according to the steps in this document, you can contact the Help Desk for assistance. For time-sensitive issues, the ITS Help Desk is available Monday-Friday 7:00am-7:00pm via phone at 206-296-5571. For non-time sensitive issues, or issues occurring outside Help Desk hours, you can contact the Help Desk via email at helpdesk@seattleu.edu.

When opening a support ticket with the Help Desk, please provide the following information:
- Your account username (i.e. 'doej').
- The brand and model of the device you are attempting to connect to SU-secure.
- The operating system version of the device you are attempting to connect to SU-secure.
- What location (building, room) you are attempting to connect in.
- A description of the error message or problem you are seeing.