



Troubleshoot Connecting to SU-secure – iPhone/iPad

Updated 10/10/18
Content provided by ITS Data Network Operations

This document provides step-by-step instructions for troubleshooting common connection issues seen with iPhone and iPad devices connecting to SU-secure. After completing each numbered section, attempt to connect to SU-secure again. If you are unsuccessful in connecting, continue on to the next numbered section.

Steps for Help Desk Members

1. Validate that the account is not locked out

- Open Active Directory Users and Computers
- Search for the account username and double click on the account
- Click on the 'Account' tab
- Validate that there is no 'This account is locked' message
- If the account is locked, unlock it and have the user attempt to log back in
- If repeated lockouts are seen, escalate the request to server engineers to identify which device is locking the user out.

2. Validate that the account has the correct group membership

- Open Active Directory Users and Computers
- Search for the username and double click on the account
- Click on the 'Member of' tab
- Validate that the account is a member of one of the following Active Directory groups: ALL-STAFF, ALL-FACULTY, ALL-STUDENT, ALL-ADJUNCT, Jesuit.

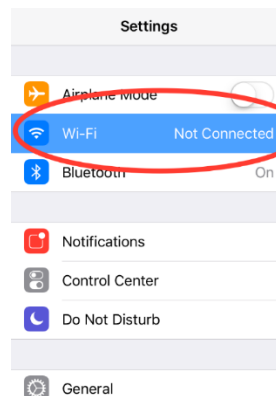
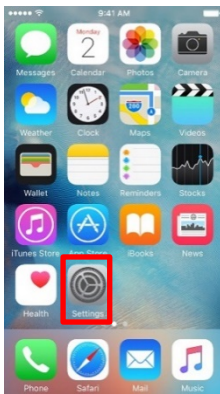
Steps for end-users

3. Validate Username/Password

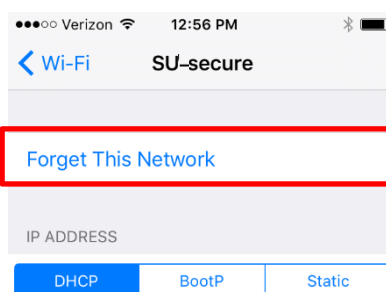
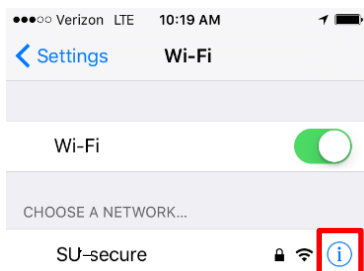
- Visit the SUonline page at <https://suonline.seattleu.edu/>
- Log in to SUonline using your SeattleU credentials.
- If you are unable to log in, visit <https://pwreset.seattleu.edu/> and click on 'I forgot my password'. Follow the steps to reset your SeattleU password.
- Repeat steps 3a and 3b to validate you can log in to your account before attempting to connect to SU-secure again.

4. Delete and rebuild SU-secure wireless profile

- Remove the existing SU-secure profile from your device
 - Tap on the Settings app
 - Tap on the wifi settings menu



- Tap on the blue 'i' next to SU-secure
- If the 'Forget this network' button is present, tap it, and continue on to section 5. Otherwise continue on to step v in this section.



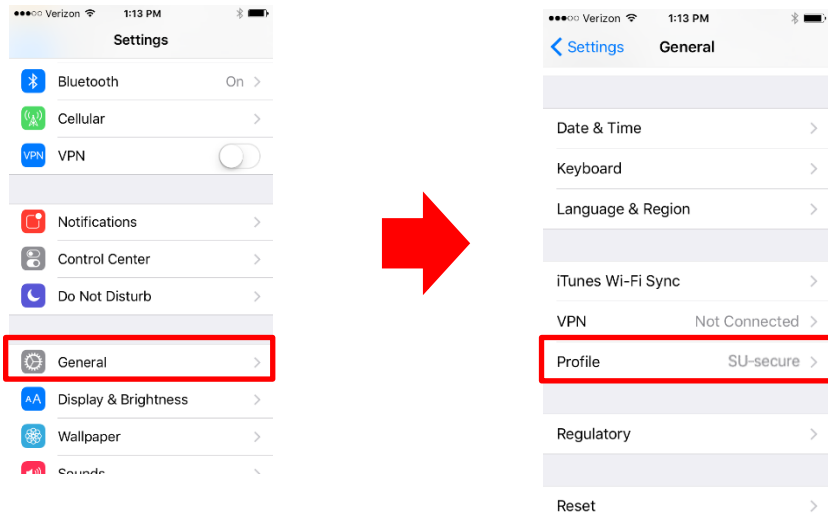


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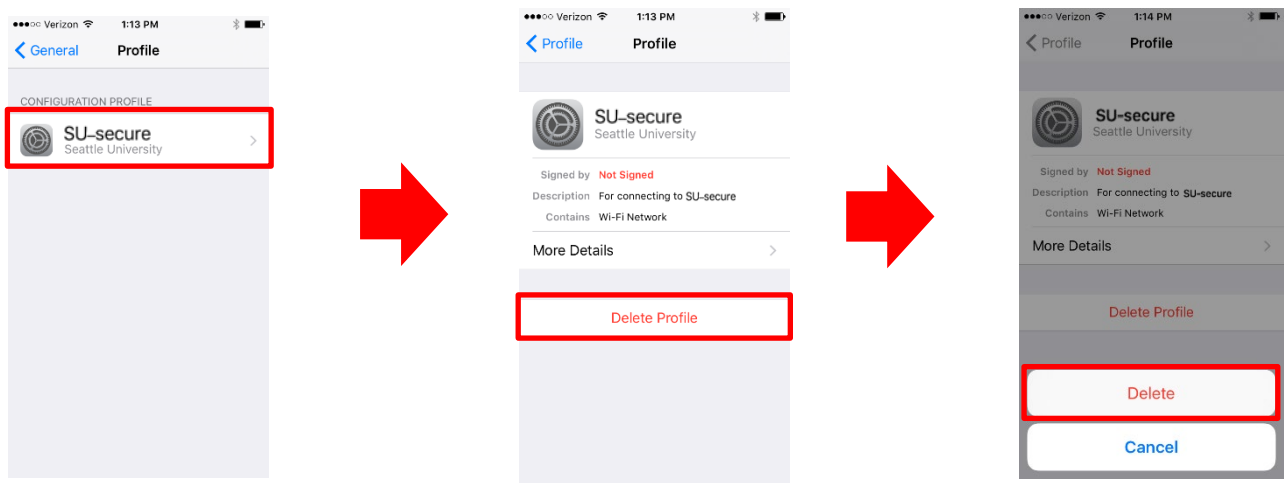
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- v. Tap the back button in the top left corner to return to the settings menu, scroll down to 'General' and tap on it
- vi. In the General settings menu, scroll down to 'Profile' and Tap on it



- vii. In the Profile menu, tap the SU-secure profile
- viii. In the SU-secure profile, tap 'Delete Profile', and 'Delete' once more when it appears at the bottom of the screen.



b. Follow the SU-secure configuration guide for your device found at: <https://www.seattleu.edu/its/support/support-articles/wireless-network-connect-to-su-secure.html>



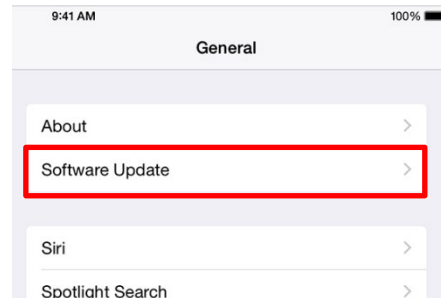
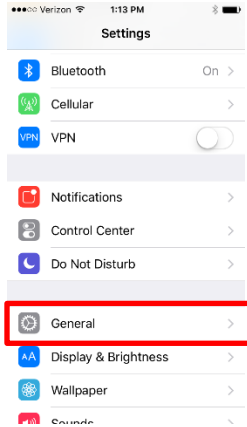
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5. Validate that the operating system is up to date

- a. Validate that IOS is up to date
 - i. Tap on the Settings app
 - ii. Tap on 'General', then tap on Software Update
 - iii. Install any software updates and restart your device.



6. If you are still unable to connect

If you are still unable to connect to SU-secure after following the troubleshooting 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.