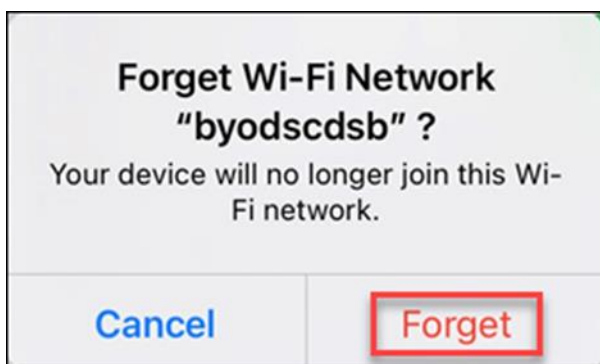
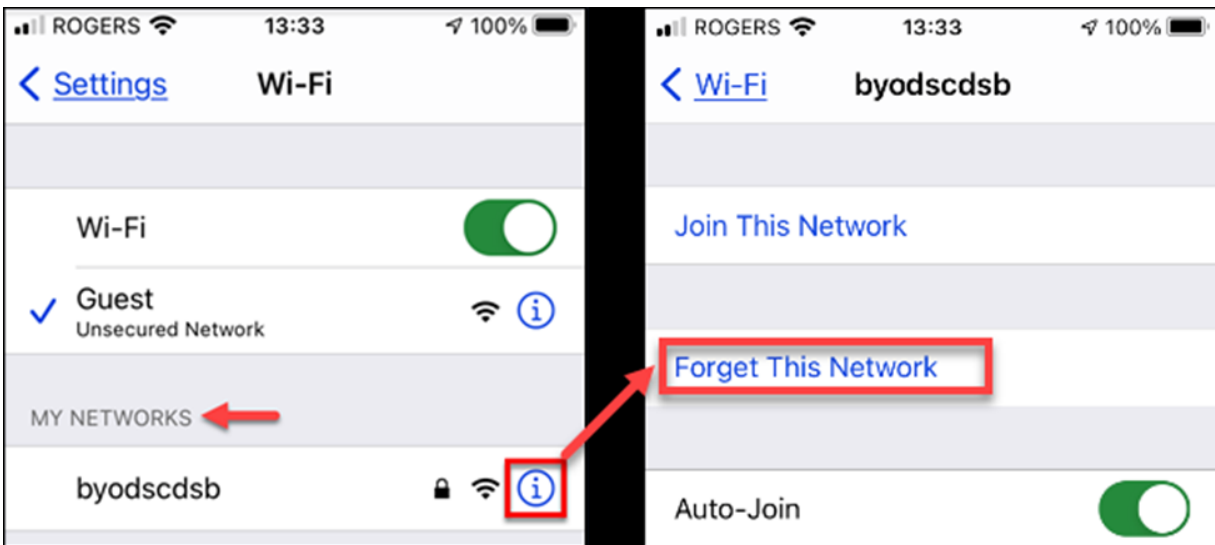


Troubleshooting “unable to join network” message on iPhones

This might be happening due to a new privacy setting in iOS 14 and later. Try these steps to connect to the school network:

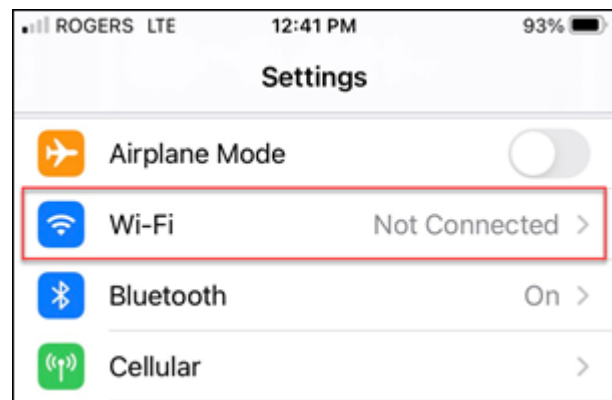
If you see “byodscdsb” under “My Networks” you must do steps 1 – 3 first to “forget the network”; if you don’t see that network there, then you can start with step 4:

1. Next to the byodscdsb network, click on **Info (i)**
2. Click on **Forget This Network**



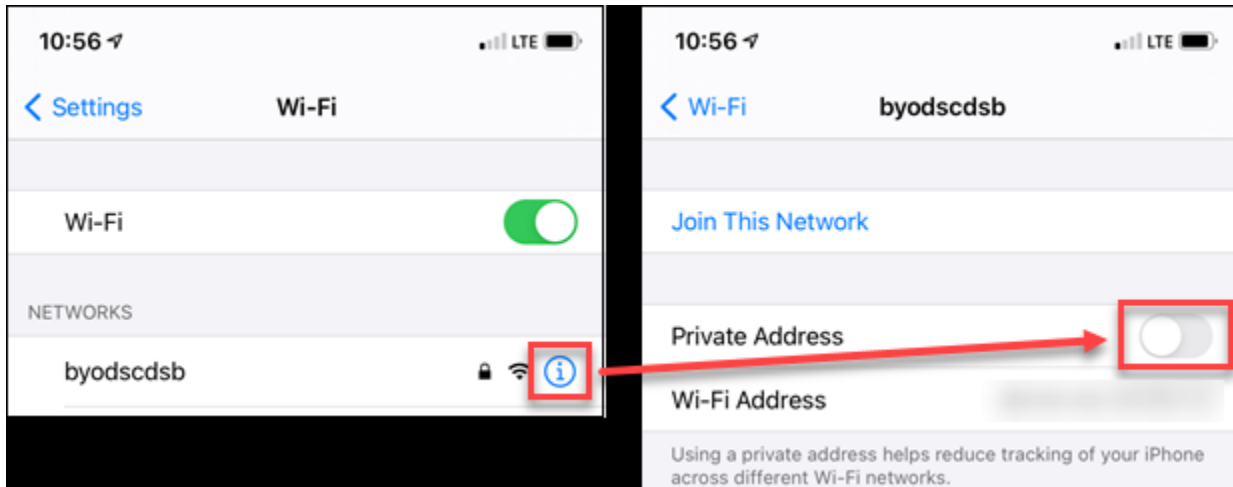
3. You will get a pop up to confirm that you want to forget the network, **select Forget**

4. Go to **Settings** and **Wi-Fi**



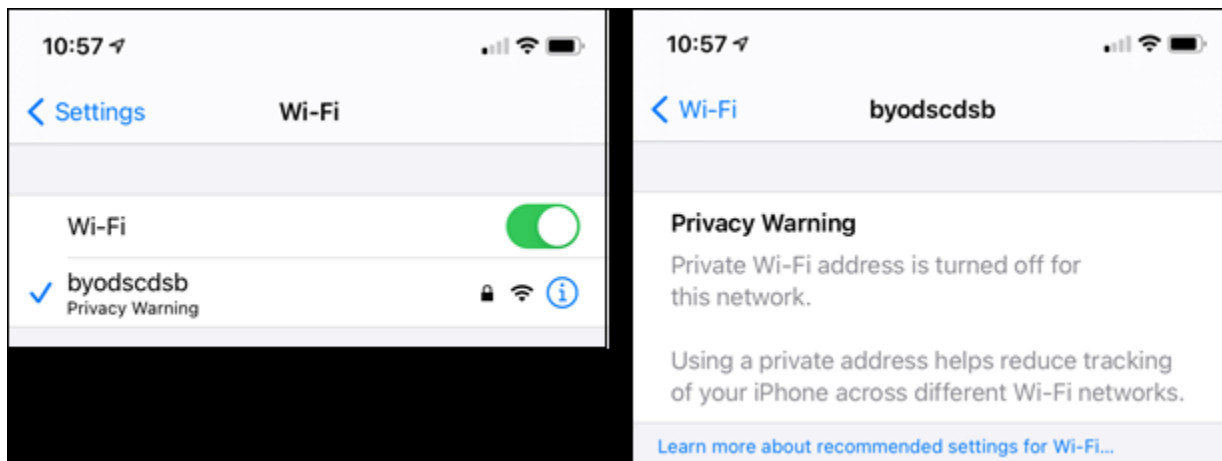
5. Under **Networks**, to the right of the byodscdsb network, click on **Info (i)**

6. Turn off **Private Address**



7. Follow the normal steps to **connect to byodscdsb** once more to successfully join the byodscdsb network (see the other handout “Connecting to byodscdsb with an iPhone” for instructions – remember to use your full email as your username/ID)

8. Once connected to byodscdsb you will see Privacy Warning under byodscdsb. This is normal and expected. Clicking the Privacy Warning will display further information about the private address setting.



We hope these steps will help you connect and stay connected to byodscdsb!