iPhone and iPad: How to connect to the “Public” Wi-Fi option

1) Locate and tap the **Settings** icon. This will be found on one of the home screens.

2) In the Settings menu, tap **Wi-Fi**.

3) Make sure the Wi-Fi **toggle switch** is in the on position. The circle should be on the right, with green appearing on the left.

4) Tap **Public** under “Choose A Network”.

5) Wait until Public appears underneath Wi-Fi with a **check mark** next to it.

6) Open a web browser, and go to [www4.uwm.edu](http://www4.uwm.edu). If you do not see the webpage depicted below, refresh the browser [see step 9]. Tap “Accept And Register As Guest”.

[Image of iPhone and iPad settings]

[Image of Wi-Fi settings]

[Image of Wi-Fi network options]

[Image of User Registration]

[Image of Accept And Register As Guest]
7) Close all tabs in your web browser, and **wait about 5 minutes**. Then open a single new tab. This step will be slightly different depending on your web browser. Below are the instructions for Safari, Chrome and Firefox. If you are not connected to Public after this step, continue to step 8 and complete the rest of this tutorial.

**Safari:**
A) Tap the overlapping square icon at the bottom right [iPad: top right] of Safari.

B) Tap the X in the upper left corner of each tab to close it. Then tap the plus sign at the bottom [iPad: top right] to open a tab.

**Chrome:**
A) Tap the numbered square icon at the top right of Chrome. [iPad: Skip this step.]

B) Tap the X in the upper right corner of each tab to close it. Then tap the plus sign at the upper left [iPad: tap the three dots at the top right, then New tab.] to open a tab.

**Firefox:**
A) Tap the numbered square icon at the top right of Firefox.

B) Tap the X in the upper right corner of each tab to close it. Then tap the plus sign at the upper right to open a tab.
8) Make sure only one tab is open in your web browser. Follow the instructions in step 7 to close any additional tabs.

9) Clear all browser data. The instructions for Safari, Chrome and Firefox are given below. [Note: Clearing your browser data will not delete your bookmarks.]

**Safari:**

A) Enter Settings. [See step 1]

B) Scroll down and tap Safari.

C) First, tap Clear History and Website Data. Then tap Clear History and Data.

**Chrome:**

A) In Chrome, tap the three dots at the top right, then tap Settings in the drop down menu.

B) In Settings, Tap Privacy.

C) Tap Clear All twice, then tap DONE at the top right.

**Firefox:**

A) In Firefox, tap the numbered square icon at the top right, then tap the gear icon at the top left to enter Settings.

B) In Settings, Tap Clear Private Data.

C) Select Browsing History, Cache, Cookies and Offline Data, and then tap Clear Private Data.

D) Return to your open tab in Firefox by tapping Settings at the top left, then tap Done at the top left.
10) Finally, **refresh** your browser. The instructions for Safari, Chrome and Firefox are given below. If you still experience issues after this step, follow the instructions again starting with **step 8**, or contact the UWM Help Desk [see contact information below].

### Safari:

A) Open Safari, and tap the **refresh** icon in the address bar at the top. You are now connected to Public.

### Chrome:

A) Tap the **three dots** at the top right of Chrome, and then tap the **refresh** icon. [**iPad**: The refresh icon is located in the address bar at the top.] You are now connected to Public.

### Firefox:

A) With your tab open in Firefox, tap the **refresh** icon at the bottom. [**iPad**: The refresh icon is located in the address bar at the top.] You are now connected to Public.

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**Questions? Problems?** Contact the UWM Help Desk at 414-229-4040 or at [GetTechHelp.uwm.edu](http://GetTechHelp.uwm.edu)

Personal device set-up assistance available Monday–Friday, 8 a.m.–5 p.m. at:

- UWM Walk-in Help Desk, Bolton 225A
- Library Learning Commons, IT Consultant Desk