

Apple Device Configuration Note

Impact: This configuration applies **only** to Apple device users utilizing the [Credentialed Providers and Contractors](#) or [Sponsored Access](#) workflows on [uabhs_public](#). It does not affect 24-hour Guest/Public users.

The Default “Private Wi-Fi Address” Setting

By default, iOS, iPadOS, and macOS use a **“Private Wi-Fi Address”** feature set to **“Rotating”** when connecting to new wireless networks.

Leaving this set to **“Rotating”** will break the captive portal's ability to recognize the device. As the device's unique identifier changes over time (~2 weeks), users will be repeatedly forced to re-authenticate and log back in. To prevent this, **HSIS recommends changing this setting to “Fixed” upon initial connection.** This change only needs to be made once per device.

Step-by-Step Instructions

On iPhone and iPad (iOS / iPadOS)

1. **Connect to the Network:**

Connect to [uabhs_public](#) and log in using either your [Credentialed](#) or [Sponsored](#) workflow.

2. **Open Wi-Fi Settings:**

Navigate to **Settings > Wi-Fi** on your Apple device.

3. **Select Network Details:**

Tap the **“i” (information) icon** next to the connected [uabhs_public](#) network.

4. **Adjust Private Address Settings:**

Scroll down to the **Private Wi-Fi Address** section and **tap it** to view the configuration options.

- If it is set to **Rotating**, change it to **Fixed**.
- If it is already set to **Fixed** or **Off**, no changes are required.

On Mac (macOS)

1. **Connect to the Network:**

Connect to **uabhs_public** and log in using either your **Credentialed** or **Sponsored** workflow.

2. **Open System Settings:**

Navigate to the Apple Menu and open **System Settings > Wi-Fi**.

3. **Open Network Details:**

Click the **Details** button located next to the **uabhs_public** network name.

4. **Modify Dropdown Menu:**

Locate the **Private Wi-Fi Address** dropdown menu.

- If it is set to **Rotating**, change it to **Fixed**.
- If it is already set to **Fixed** or **Off**, no changes are required.

 **Note:** If a user manually selects "**Forget This Network**" for **uabhs_public** in the future, Apple devices will revert this setting back to "Rotating." The user will need to change it back to "Fixed" upon reconnecting.