

## Self-help Troubleshoot Guide (Unable to connect to SNSwifi)

This guide serves as a first step to troubleshoot your device(s) connection to SNSwifi. This guide will help solve problems such as unable to connect and device prompts username/password reentry. Follow the guide below according to your device.

### Windows

- Reset network adapter:
  1. Open command prompt as administrator,
  2. Type and enter "ipconfig /flushdns"
  3. Type and enter "netsh winsock reset".
  4. Type and enter "netsh int ip reset".
  5. Restart if prompted.

### macOS

- Turn off WiFi for 2-3 minutes then turn on and reconnect. **OR**
- Reset network adapter: <https://howtofix.guide/reset-tcp-ip/>

### Android

- Go to Settings > System > Reset options > Reset Wi-Fi, Mobile & Bluetooth. **OR**
- If still unable, please refer this link : <https://www.wifiwontwork.com/2018/01/07/fix-android-wi-fi-keeps-disconnecting-and-reconnecting/>

### iPhone/iPad

- Go to Settings > General > Reset > Reset Network Settings. <https://support.apple.com/en-us/HT204051> **OR**
- If still unable, try to remove network certificate, go to Settings > General > Profile > select Wi-Fi certificate and click remove.
  1. Open Settings > General
  2. Select Profiles
    - Scroll to the bottom of this list and select Profiles.
  3. Select SNSwifi certificate
    - In the certificate profile list, select the SNSwifi certificate
  4. Delete SNSwifi certificate
    - Click delete or remove profile.
- You may be prompted to enter your passcode. A confirmation message explaining that deleting this profile will change settings on your device. Click Delete.
- You have successfully removed/deleted your SNSwifi certificate.