

iPhone and iPad setup

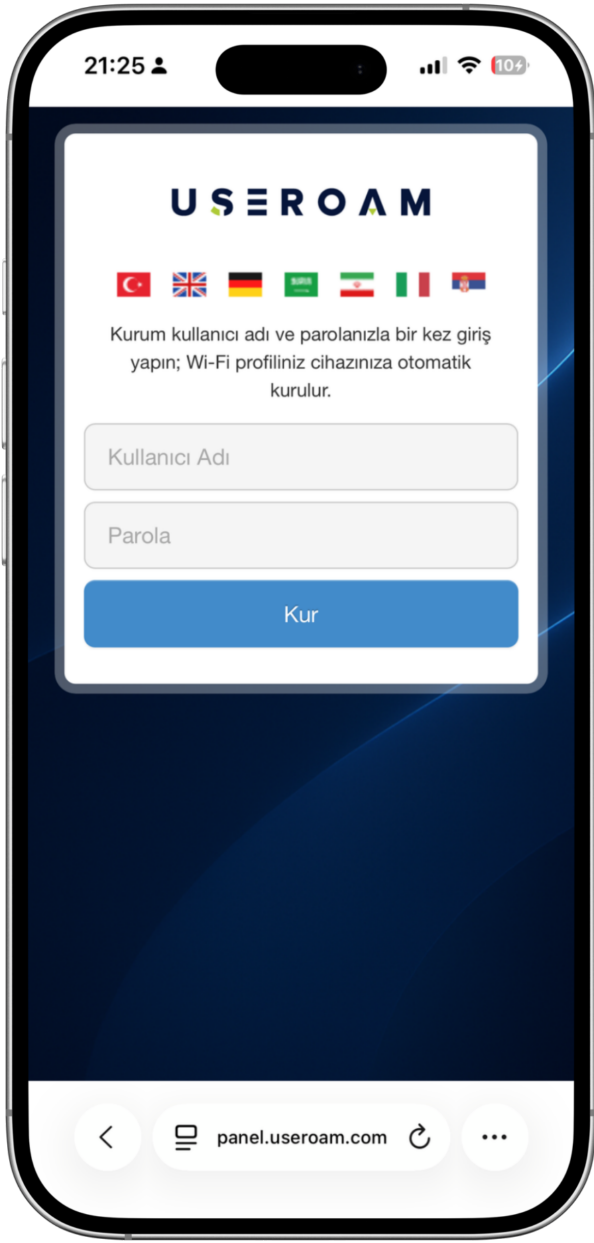
To join the company Wi-Fi without typing a password, a certificate is installed on your device. You do this once; after that your phone connects on its own.

Before you start

- You need the setup link from your administrator. It may also arrive by SMS.
- The link does not expire. Once you start, finish the profile download step within 15 minutes; if it lapses, just fill the form again.
- You will enter your work username and password once.

Setup

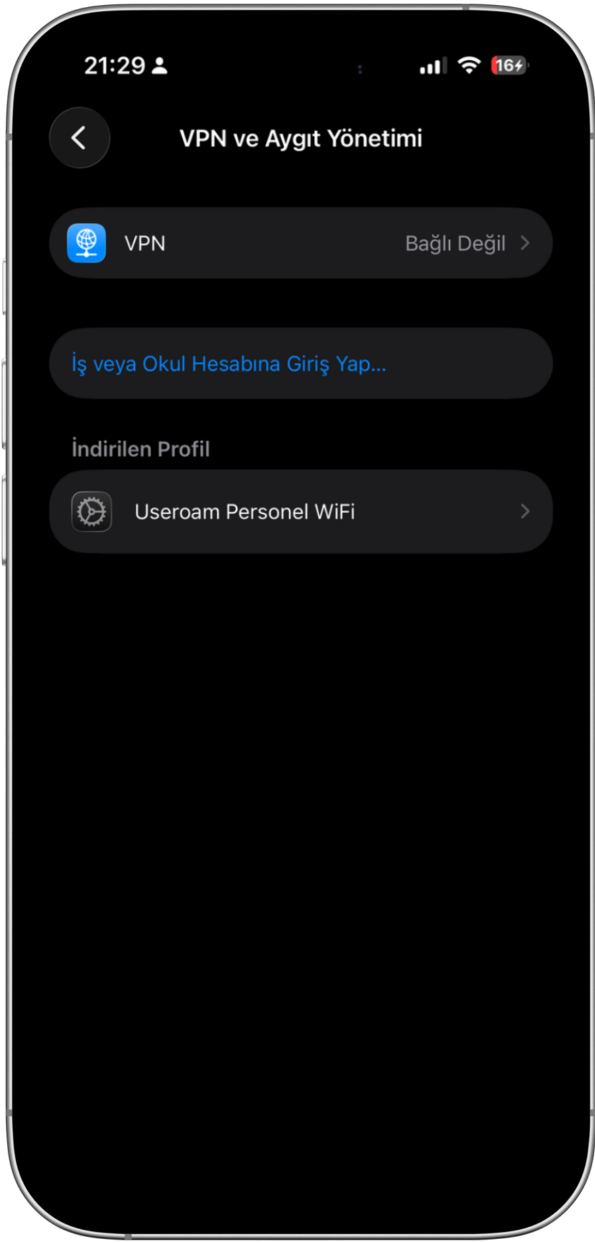
1. Open the link in **Safari**. Chrome and other browsers cannot install profiles.
2. Enter your username and password, then tap *Install*. This can take half a minute; don't close the page.



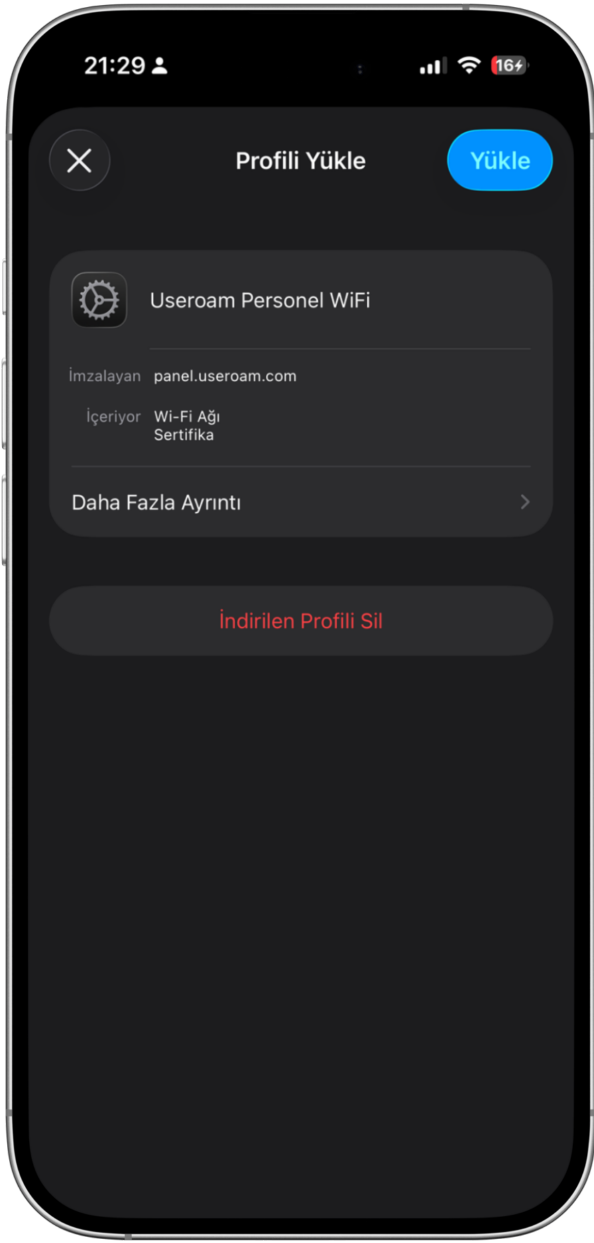
3. Safari asks whether “panel.useroam.com” may download a configuration profile. Tap **Allow**. Without it the profile never downloads and the setup stops there.



4. Open *Settings*; the *Profile Downloaded* row appears at the top. If you cannot see it, look under *Settings > General > VPN & Device Management*, in the *Downloaded Profile* section.



5. Tap the profile, then tap *Install* at the top right. The card shows *Signed by:* *panel.useroam.com* — the profile is signed by Useroam, which is why you do not get an “Unverified” warning.



6. Your phone asks for its own screen lock (PIN, pattern or passcode). That is your device passcode, not your work password.
7. When it finishes, pick the company network from the Wi-Fi list. Nothing else to enter.

Common questions

If I don't type a password, is my connection less secure?

The opposite. A password can be shared; a certificate cannot, because it belongs to your device. Your work password is also no longer stored in Wi-Fi settings.

What if I replace my phone?

Repeat the same setup on the new device. If you are giving up the old device, or you need both at once, tell your administrator; they remove the old device's access from the panel.

What is installed on my personal phone?

Only a certificate used to join the company Wi-Fi. Your location, photos and apps are not visible, and your device is not placed under management.

Can I remove the profile?

Yes, from *Settings > General > VPN & Device Management*. Once removed, you can no longer join the company network.

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