Piedmont Wi-Fi

This knowledge base article provides step-by-step instructions for connecting personal and university-issued devices to Piedmont University's WiFi network.

- What network do I join?
- Recommended WiFi Settings
- iPhone VPN Settings
- iPhone Hotspot Settings
- Get Connected - Lions Wi-Fi
- Get Connected - Event Guest
- Get Connected - Campus Visitor
- Android VPN Settings
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What network do I join?

1. What Network do I join?

Network Name	Who Should Use This	Typical Devices	Instructions
Lions	Faculty, Staff, and Students	Personal Laptops, Phones, and Tablets	Get Connected - Lions Wi-Fi
Lions Guest	Campus visitors and event guests	Any visitor device	Get Connected - Campus Visitor Get Connected - Event Guest
Lions Secure	University-owned devices	Work laptops, desktops, and managed devices	Get Connected - Lions Secure

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> Don't forget to review the Recommended Wi-Fi Settings!

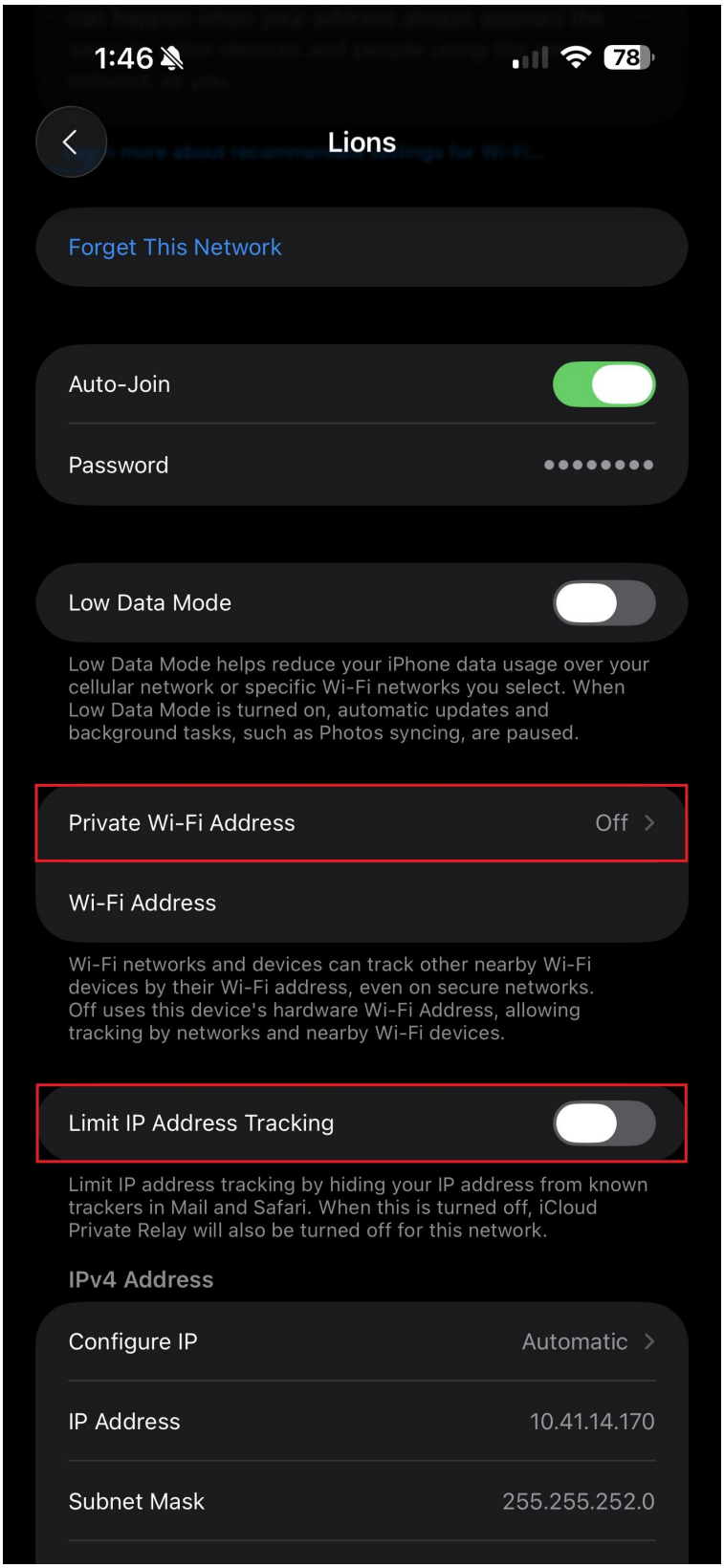
Recommended WiFi Settings

> Randomized MAC addresses are a privacy feature designed to prevent device tracking across networks. While this is useful in public or unsecured networks, it creates problems on campus networks like Piedmont University's. Please complete this on your Mac or PC and iPhone or Android before joining the network.

1. Disable MAC Randomization (iOS)

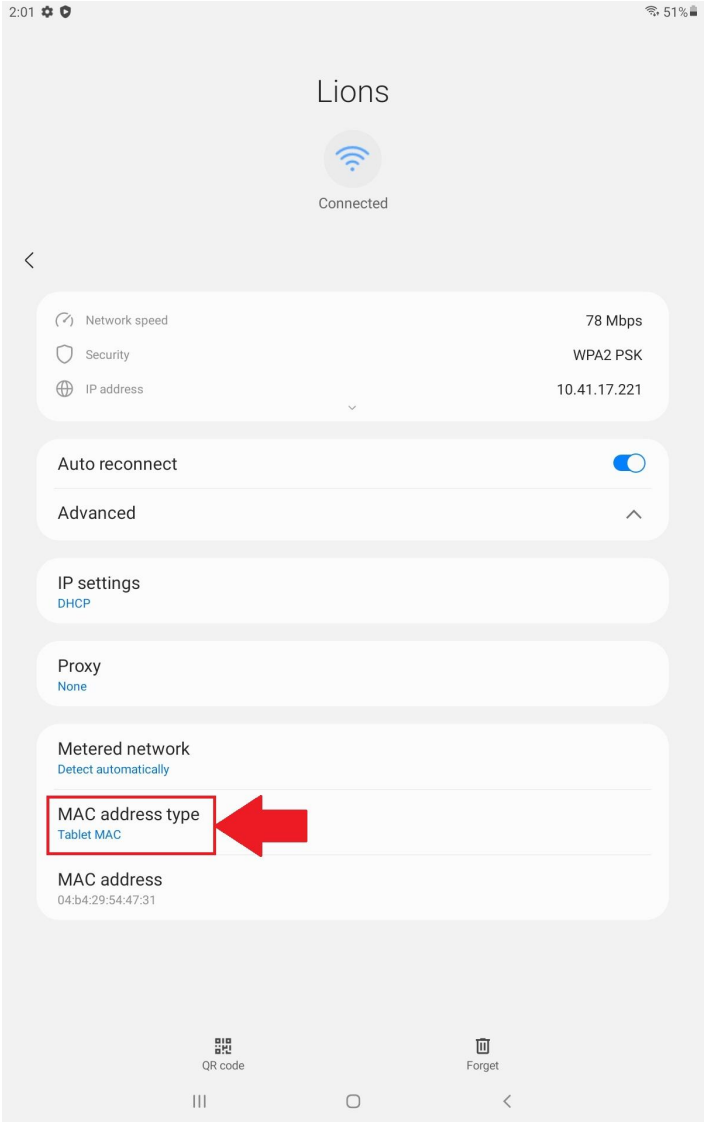
1. Open Settings
2. Connect to the desired Wi-Fi network, then tap the info i icon next PC-WiFi
3. Select Private Wi-Fi Address and select the OFF option.
4. Additionally, Limit IP Address Tracking should be OFF.
   - This disables Apple’s Private Relay for the Lions network specifically.

     > If 'Limit IP Address Tracking' is enabled, the WebPrint website will not load.


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Lions
Forget This Network
Auto-Join
Password
Low Data Mode
Low Data Mode helps reduce your iPhone data usage over your cellular network or specific Wi-Fi networks you select. When Low Data Mode is turned on, automatic updates and background tasks, such as Photos syncing, are paused.
Private Wi-Fi Address
Off
Wi-Fi Address
Wi-Fi networks and devices can track other nearby Wi-Fi devices by their Wi-Fi address, even on secure networks. Off uses this device's hardware Wi-Fi Address, allowing tracking by networks and nearby Wi-Fi devices.
Limit IP Address Tracking
Limit IP address tracking by hiding your IP address from known trackers in Mail and Safari. When this is turned off, iCloud Private Relay will also be turned off for this network.
IPv4 Address
Configure IP
Automatic
IP Address
10.41.14.170
Subnet Mask
255.255.252.0

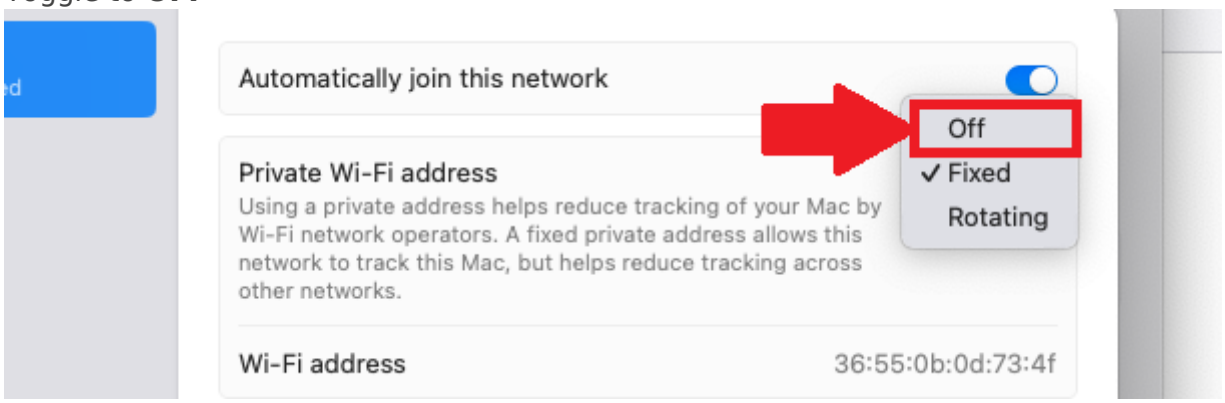
2. Disable MAC Randomization (Android)

1. Open Settings
2. Connect to the desired Wi-Fi network, then tap the settings gear icon next to PC-WiFi
3. Select the dropdown menu next to Advanced
4. Under MAC Address type, ensure **Device MAC** or Tablet MAC is selected.



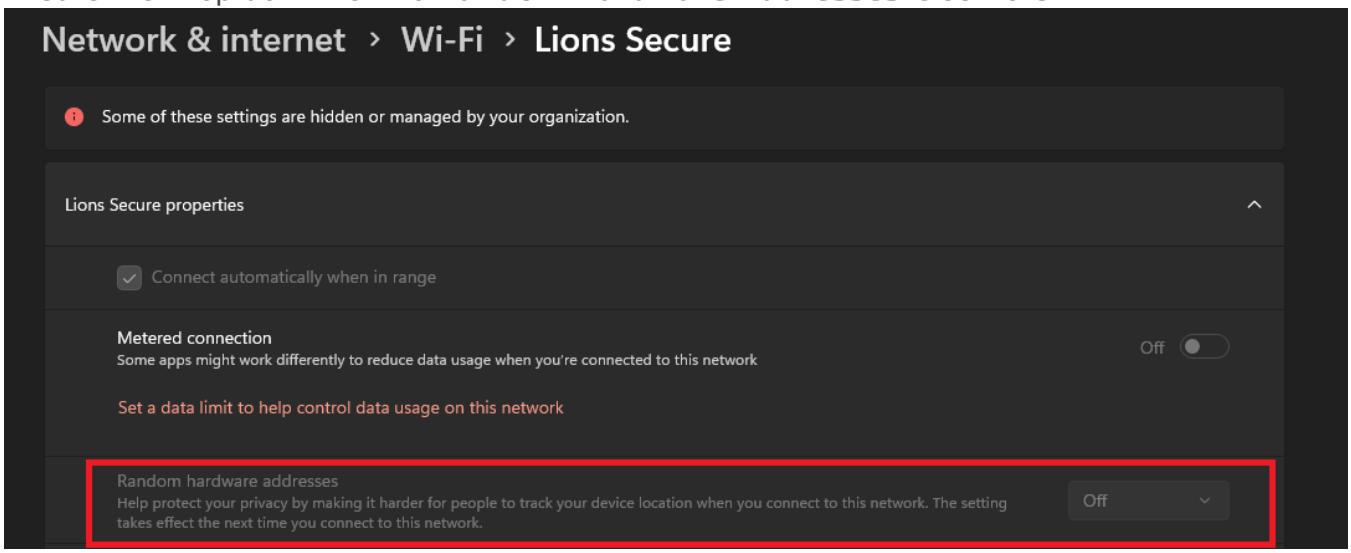
3. Disable Rotating Mac Address (MacOS)

1. Open **Settings**
2. Select **WiFi**
3. Connect to the desired Wi-Fi network, then tap the info 'i' icon next to ***Lions***
4. Select **Private Wi-Fi Address**
5. Toggle to **OFF**



4. Disable Private Wi-Fi Address (Windows)

1. Open **Settings**
2. Select **Network & Internet**
3. Select **Wi-Fi**
4. Select ***Lions***
5. Ensure the Drop-down next to **Random Hardware Addresses** is set to **OFF**



Need Help?

If you encounter an error or need assistance with this guide, please contact the IT Department and include a screenshot with a brief description of the issue.

Contact the IT Department Here

iPhone VPN Settings

> If you're experiencing connectivity issues, it may be due to personal hotspots or VPNs interfering with our network. Follow these simple steps to disable your VPN on iOS and Android devices to restore seamless access to campus Wi-Fi.

AppleLogo.png

1. Open **Settings**
2. Under **VPN**, toggle the active VPN connection to **OFF**

iPhoneVPN.jpg

Need Help?

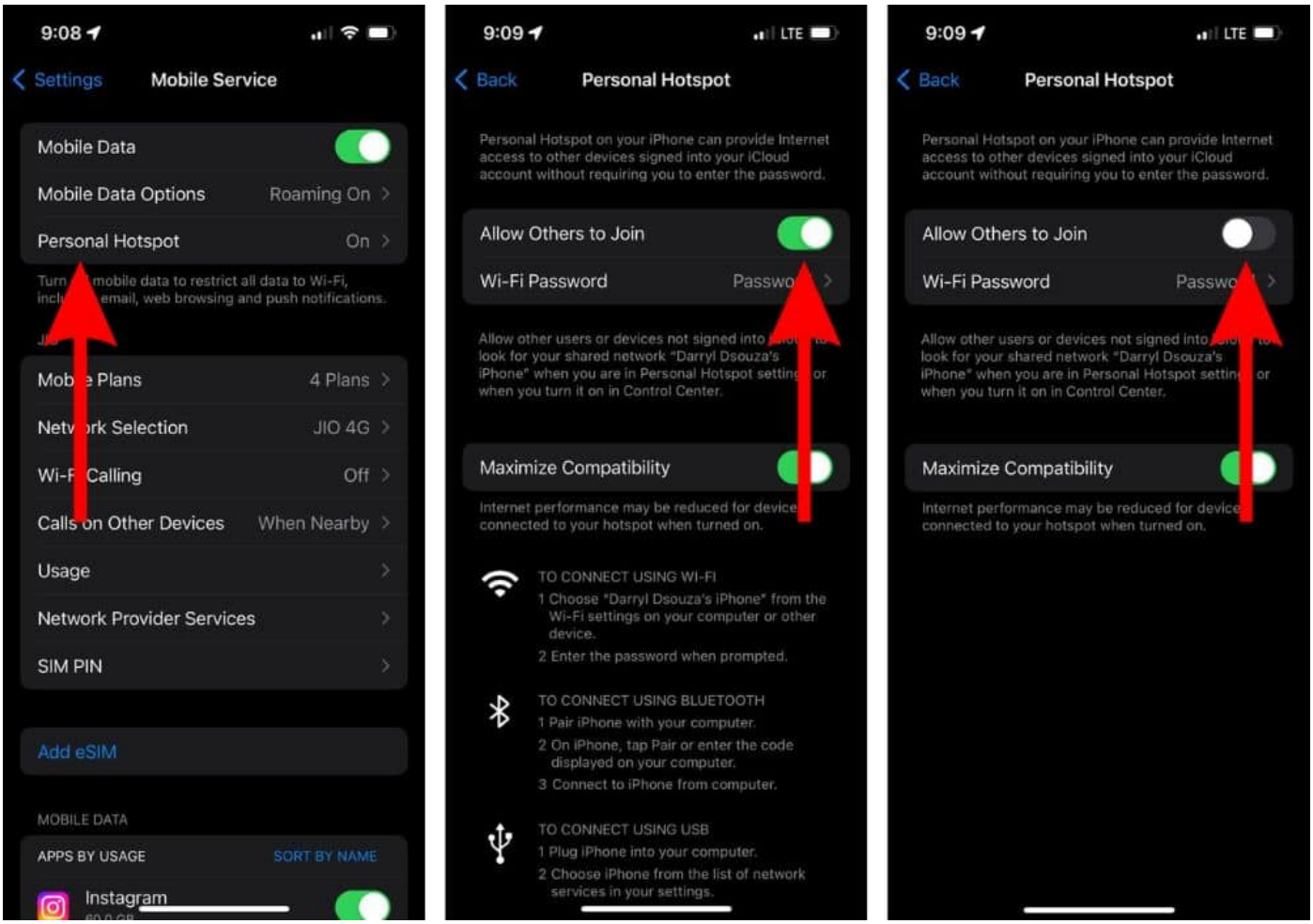
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>
> **Contact the IT Department Here**

iPhone Hotspot Settings

> At Piedmont University, we utilize a Wireless Intrusion Prevention System (WIPS) to ensure secure and reliable Wi-Fi connectivity across campus. If you're experiencing connectivity issues, it may be due to personal hotspots or VPNs interfering with our network. Follow these simple steps to disable your hotspot on iOS and Android devices to restore seamless access to campus Wi-Fi.

AppleLogo.png

1. Open **Settings**
2. Tap **Personal Hotspot**
3. Toggle **Allow Others to Join** switch to **OFF**



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Get Connected - Lions Wi-Fi

1. Personal Wi-Fi Password

> If you need WiFi during this process, connect to the ***Lions Guest*** network using the instructions above.

> You can enroll up to 8 Devices on the ***Lions*** Network. If you need to remove/reset the amount of devices that you have, please contact the IT Helpdesk!

Mobile Instructions (iOS/Android)

1. Scan the QR Code OR Open a Web browser and visit https://cloudpath.piedmont.edu/
2. Review the **Terms and Conditions,** Check the box next to **I agree to the Terms & Conditions**, should you agree.
3. Select **Start**
4. Login using your @piedmont.edu or @lions.piedmont.edu credentials
5. The **Personal WiFi Password** is shown on the next page, you can use this WiFi password as the Network password in the Network Settings section of your device.
6. Your phone will now be connect to **Lions**

> Whenever you connect, a copy of your WiFi password will be sent to your Piedmont or LIONS email address

> If you do not disable MAC Randomization, you will quickly use your 8 slots for enrolled network devices.

> Please review the recommended WiFi settings to disable 'MAC Randomization' after completing these steps.
>
> How to disable MAC Randomization

Laptop Instructions (PC/MacOS)

1. Open a Web browser and visit https://cloudpath.piedmont.edu/ (you may do this from your phone/tablet as well)
2. Review the **Terms and Conditions,** Check the box next to **I agree to the Terms & Conditions**, should you agree.
3. Select **Start**
4. Login using your @piedmont.edu or @lions.piedmont.edu credentials
5. Underneath the QR code that is displayed, you will be provided a **Personal WiFi Password**
6. Open the Network Settings on your Mac or PC device; Select the ***Lions*** network, and enter your **Personal WiFi Password**
7. Press **Connect/Join,** you will now be connected to **Lions**

> Whenever you connect, a copy of your WiFi password will be sent to your Piedmont or LIONS email address

Console Instructions (Xbox/Playstation/Switch)

1. Open the Network Settings on your console
2. Complete the steps above to obtain your **Personal WiFi Password**
3. Enter your **Personal WiFi Password** as the network password.
4. You will now be connected to ***Lions*** on your console.

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Get Connected - Event Guest

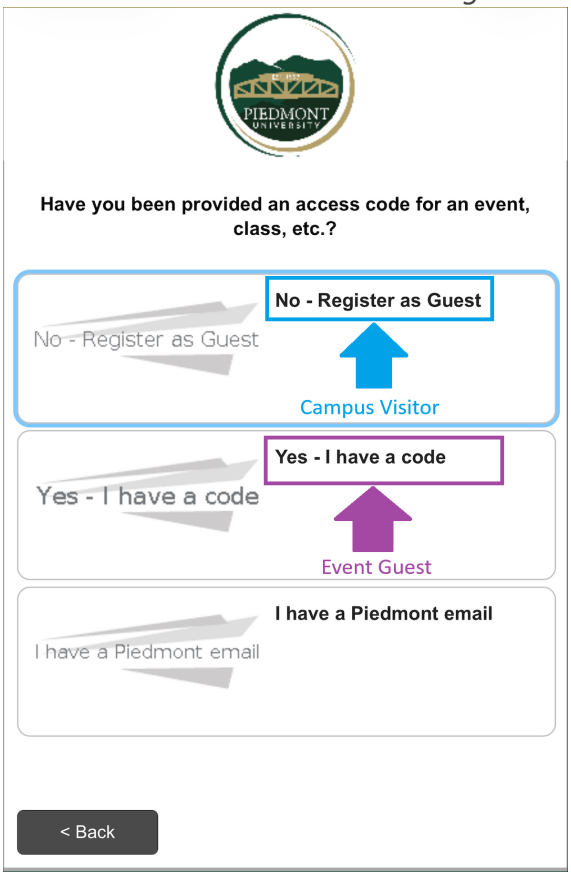
Lions Guest - Event Guest

> ***Lions Guest*** Network connection will expire after 5 days. After this, you will need to re-enroll your device.

How to Connect:

1. Navigate to the WiFi section of your system settings
2. Join the Network labeled ***Lions Guest***
3. A webpage will open, review the **Terms and Conditions,** Check the box next to **I agree to the Terms & Conditions**, should you agree.
4. Select **Start**
5. The next screen will prompt, **Have you been provided an access code for an event, class, etc.?**
   - **No - Register as Guest**
     - Type in the WiFi password you were given in the **Voucher** field and select **Continue**
     - You will now be connected to ***Lions Guest***
   - **Yes - I have a code**
     - Proceed to step 6
   - **I have a Piedmont Email**

- Proceed to Section 3 - *Connecting to the Lions Network*



6. Enter an email address or Phone number where you will receive a security code.
7. After entering your information, please solve the **Captcha**
8. Select **Send**

> Should you leave the webpage, copy the **Wireless Verification Code** sent to your email or text message, Rejoin the ***Lions Guest*** network and select **I already have a verification code**.

9. Enter your **Wireless Verification Code,** solve the **Captcha**, and select **Continue**
10. You will now be connected to ***Lions Guest***

> Please review the recommended WiFi settings to disable 'MAC Randomization' after completing these steps.
>
> How to disable MAC Randomization

Get Connected - Campus Visitor

Lions Guest - Visitor Access

> ***Lions Guest*** Network connection will expire after 24 hours. After this, you will need to re-enroll your device.

How to Connect:

1. Navigate to the WiFi section of your system settings
2. Join the Network labeled ***Lions Guest***
3. A webpage will open, review the **Terms and Conditions,** Check the box next to **I agree to the Terms & Conditions**, should you agree.
4. Select **Start**
5. Enter an email address where you will receive a security code.
6. After entering your information, please solve the **Captcha**
7. Select **Send**

   > Should you leave the webpage, copy the **Wireless Verification Code** sent to your email, Rejoin the ***Lions Guest*** network and select **I already have a verification code**.

8. Enter your **Wireless Verification Code,** solve the **Captcha**, and select **Continue**
9. You will now be connected to ***Lions Guest***

   > Please review the recommended WiFi settings to disable 'MAC Randomization' after completing these steps.
   >
   > How to disable MAC Randomization

Android VPN Settings

> If you're experiencing connectivity issues, it may be due to personal hotspots or VPNs interfering with our network. Follow these simple steps to disable your VPN on iOS and Android devices to restore seamless access to campus Wi-Fi.

AndroidLogo.png

1. Open **Settings**
2. Tap **Connections** or **Network & Internet**
3. Select **VPN** (Or go to **Advanced > VPN**)
4. Tap the active VPN connection and select **Disconnect** or toggle it to **OFF**

AndroidVPN.jpg

Android Hotspot Settings

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AndroidLogo.png

1. Open **Settings**
2. Tap **Connections** or **Network & Internet** (Varies by device)
3. Select **Mobile Hotspot and Tethering**
4. Toggle **Mobile Hotspot** to **OFF**

AndroidHotspot.jpg