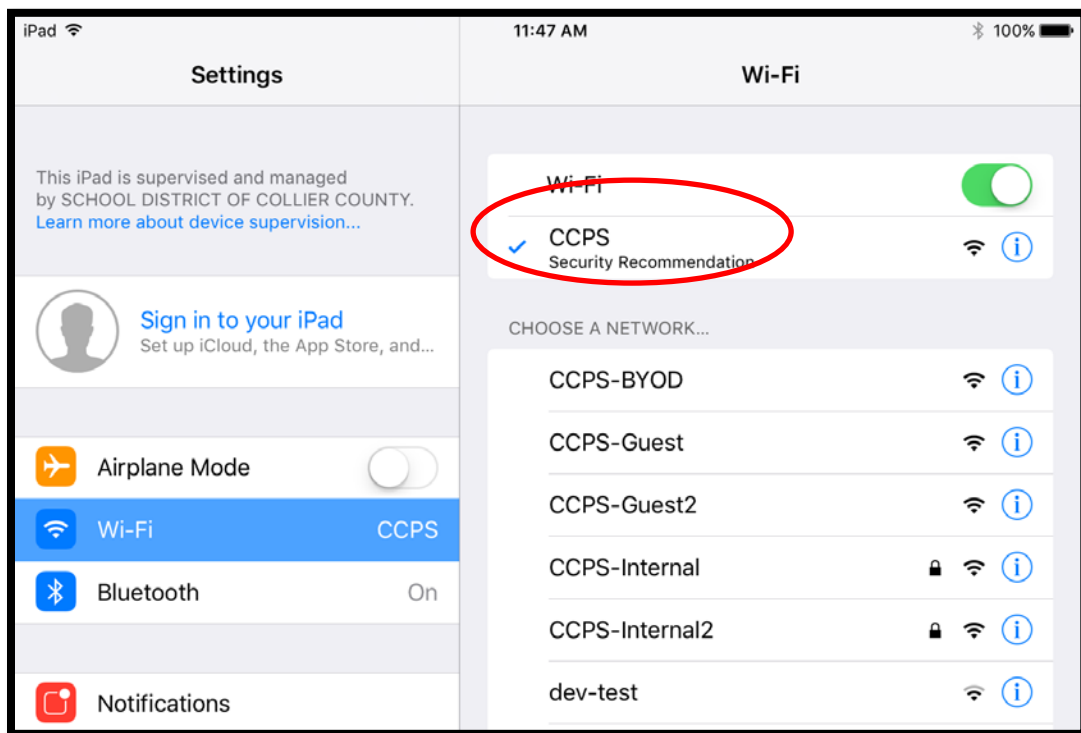


Collier County Public Schools

## Registering an Apple iOS device for CCPS Wi-Fi Access

1. On your iOS device (iPad or iPhone) click “Settings”, and on the Wi-Fi tab connect to the “CCPS” Wi-Fi network.

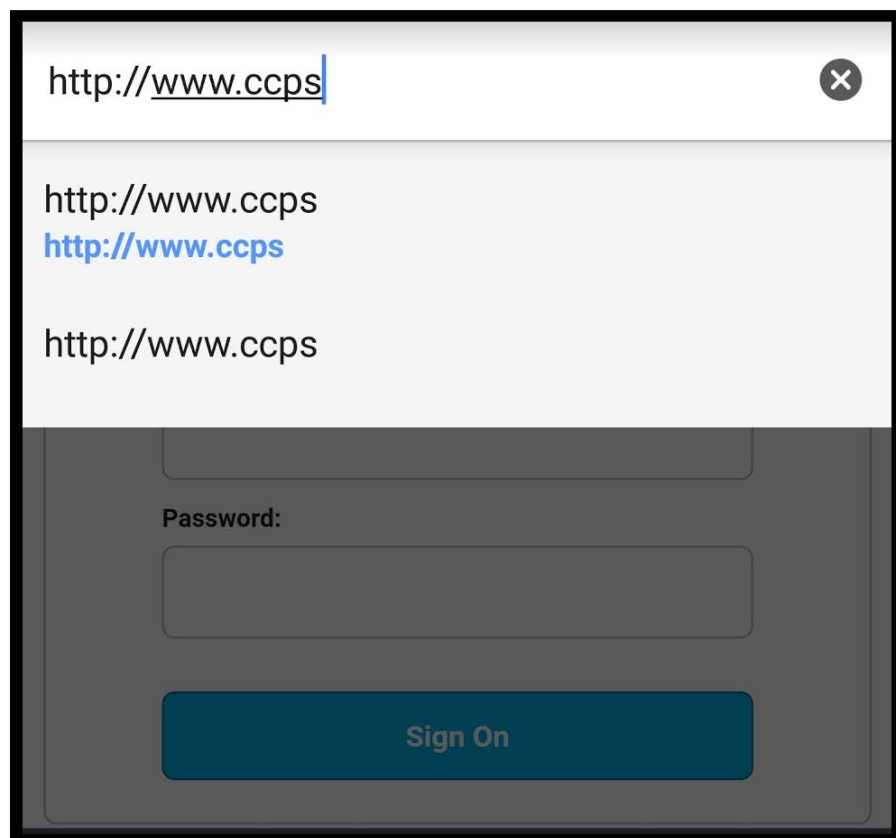
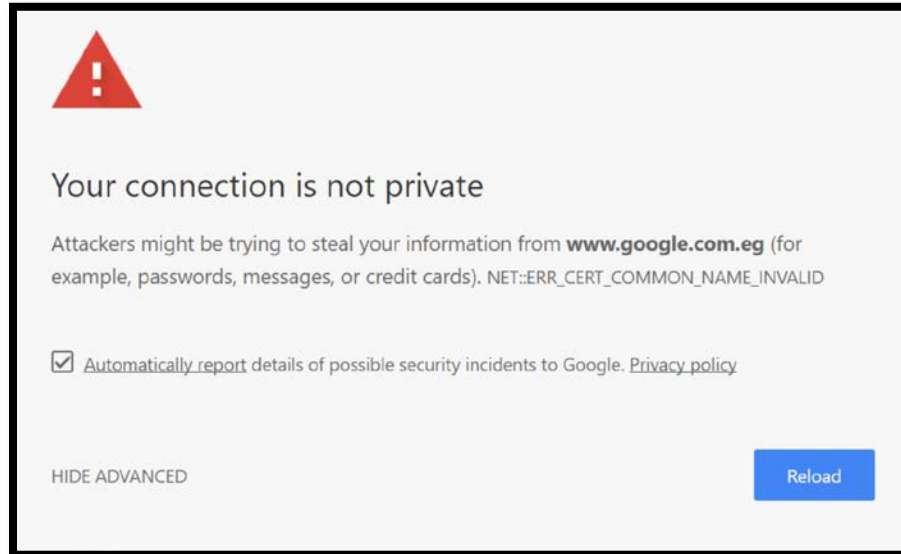


2. Your internet browser should automatically open and display the registration page.

The screenshot shows an iPad browser interface. At the top, the status bar displays 'iPad', '11:51 AM', and '100%' battery. The browser address bar shows 'isepolicy-001.collierschools.com' and 'CCPS'. The page title is 'Log In' with a 'Cancel' button on the right. Below the title is a blue banner with the 'CCPS Portal' logo and text. The main content area is titled 'Login' and contains two input fields: 'Username:' and 'Password:'. A blue 'Sign On' button is positioned below the fields. At the bottom of the page, there is a message: 'Students: Please login using your Student ID# and Network Password' and a blue link for 'Contact Support'.

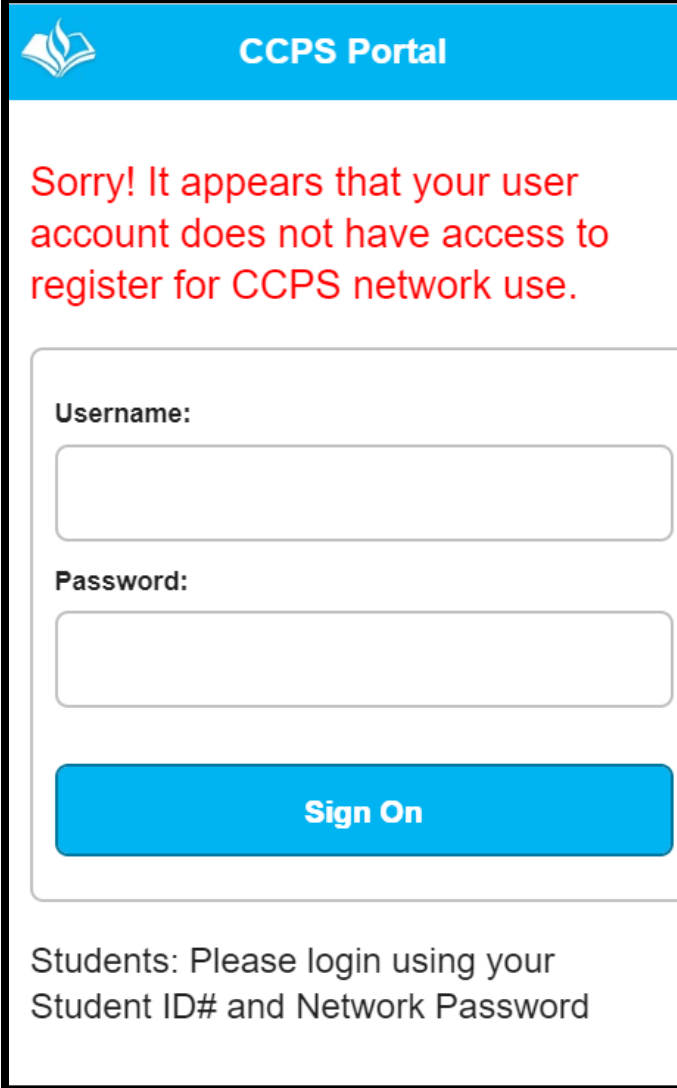
3. Enter your username and password when prompted. After successfully logging in, you will be automatically disconnected and reconnected to the CCPS Wi-Fi network with access to the internet.

Note: If the login page does not open automatically (or if your device displays a Certificate warning), open your internet browser and manually navigate to <http://www.ccps> as shown in the images below. This should redirect you automatically to the correct login page.



## Other Troubleshooting Tips

- Students: If you are not authorized for CCPS Wi-Fi access, you will see the screen below - error means that your parent/guardian will need sign into the CCPS Parent Portal and authorize your access by accepting the Wi-Fi agreement.



The image shows a screenshot of the CCPS Portal login interface. At the top, there is a blue header with the CCPS logo (an open book) on the left and the text "CCPS Portal" on the right. Below the header, a red error message reads: "Sorry! It appears that your user account does not have access to register for CCPS network use." Underneath the error message is a login form with two input fields: "Username:" and "Password:". Below these fields is a blue button with the text "Sign On". At the bottom of the form, there is a note: "Students: Please login using your Student ID# and Network Password".


- Logging in with an invalid username and/or password will display the screen shown below. Please verify that you typed your username and password correctly.

The screenshot shows an iPad interface for the CCPS Portal login page. At the top, the status bar displays 'iPad', '12:07 PM', and '99%' battery. The browser address bar shows 'isepolicy-001.collierschools.com' and 'CCPS'. The page title is 'Log In' with a 'Cancel' button on the right. Below the title is a blue header with the CCPS logo and 'CCPS Portal'. The main content area is titled 'Login' and contains a red-bordered box with the message 'Authentication failed.' Below this are two input fields: 'Username:' and 'Password:'. A blue 'Sign On' button is positioned below the password field. At the bottom, there is a note for students: 'Students: Please login using your Student ID# and Network Password' and a link to 'Contact Support'.

iPad 12:07 PM 99%

isepolicy-001.collierschools.com  
CCPS

< > Log In Cancel

 CCPS Portal

**Login**

Authentication failed.

Username:

Password:

Sign On

Students: Please login using your Student ID# and Network Password

[Contact Support](#)

- There is a “Contact Support” link at the bottom of the login page which provides additional information which can help when troubleshooting issues, such as your device MAC Address and IP Address:

The screenshot shows an iPad interface for a login page. At the top, the status bar displays 'iPad', '12:07 PM', and '99%' battery. The browser address bar shows 'isepolicy-001.collierschools.com' and 'CCPS'. The page title is 'Log In' with a 'Cancel' button. Below the title is a blue header with a book icon and 'CCPS Portal'. The main content area is titled 'Content' and contains the following text:

Share these details with the help desk when troubleshooting issues with this portal.

Support Information

Support Information  
Contact the help desk at (239)-377-0445

Session Information  
This information provides details that the help desk might need to resolve any issues you are experiencing.

MAC Address:  
F4:5C:89:7F:CA:41

IP Address:  
10.13.113.91

User Agent:  
Mozilla/5.0 (iPad; CPU OS 10\_3\_2 like Mac OS X) AppleWebKit/603.2.4 (KHTML, like Gecko) Mobile/14F90

Policy Server:  
10.2.7.121

Failure Code:  
51000