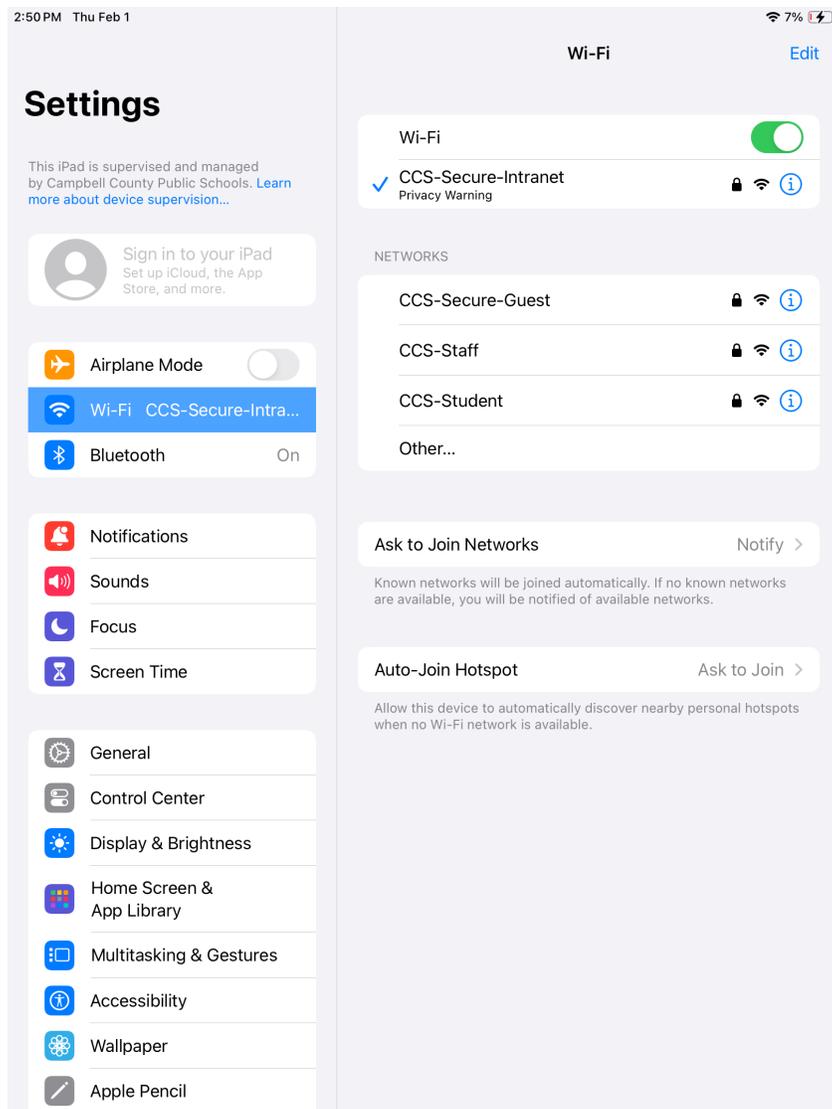


CCPS IT Knowledge Base

iPad will not connect to school Wi-Fi

If a student or staff iPad will not connect to the Wi-Fi network at school or has no internet access, do the following:

On the iPad, go to Settings and tap on Wi-Fi. The iPad should be connected to the **CCS-Secure-Intranet** network. The correct settings are shown below:



If the iPad is not connected to CCS-Secure-Intranet, tap on **CCS-Secure-Intranet** to connect. When it prompts for a username and password, enter the following:

Username: **ccpsipad**

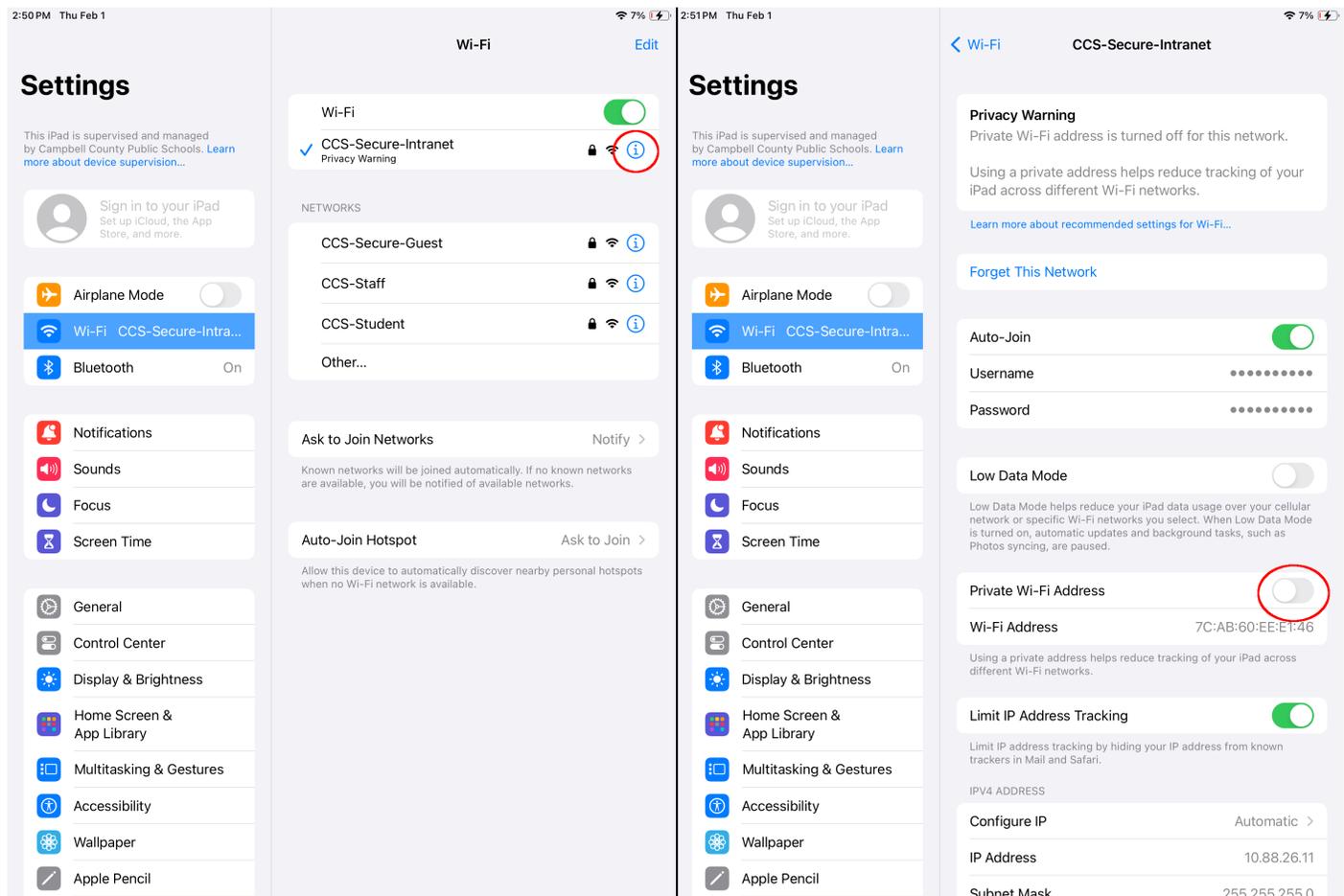
Password: **ccpsipad**

Note: This username and password only works for CCPS-owned iPads. It will not work for connecting laptops or any personal device to the network.

Once the username and password are entered, it will prompt you to trust a certificate. Tap "Trust" in the top right corner of the window.

If the iPad is connected to CCS-Secure-Intranet, but the internet still doesn't work, do the following:

On the iPad, go to Settings and tap on Wi-Fi, then tap on the blue "i" next to **CCS-Secure-Intranet**. On the next screen, make sure the **Private Wi-Fi Address** setting is turned **OFF**.



Internet access should now work properly on the iPad.

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This information is for the staff, students, and parents/guardians at Campbell County Public Schools. Do not share this information with anyone not included in these groups.

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