



STUDENTS AND STAFF PARENTS AND GUESTS WI-FI CALLING TROUBLESHOOTING





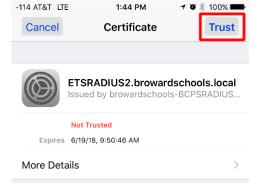
Students and Staff

All personally owned devices of students and staff are to use the new BCPS-BYOD wireless. BCPS-BYOD wireless offers both students and staff the convenience of easy access after a one-time setup.

- Select **BCPS-BYOD** from the list of visible networks on your personal device. Most modern devices auto-detect the correct settings.
- Type in your username (referred to as *Identify* on Android devices) and password into the appropriate fields and Connect. Some Android devices may require you scroll down to reach the *Identify* (username) and password fields.
- If prompted, trust / accept the certificate.

Join wifi network

SSID:	BCPS	
EAP method:	PEAP 👻	
Phase 2 authentication:	Automatic 🔹	
Server CA certificate:	Do not check 🔹	
User certificate:	None 👻	
Identity:	your_usemame	
Password:	your_password	•
Anonymous identity:		



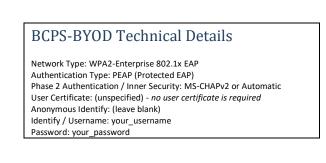
↑ Chrome OS Example



Connect

Cancel

↑ Apple iOS – After authenticating, you must trust or accept certificate



↑ Older Android Device – Password prompt hidden below, must scroll down to make visible

Parents and Guests

SMS Pin Authentication

- Select **BCPS-GUESTS** from the list of visible wireless networks on your personal device.
- All modern BYOD devices should automatically direct you to the authentication portal. If your BYOD does not does not automatically open the authentication portal, manually open a web browser and visit http://neverssl.com; you will be redirected to the authentication portal.
- When the authentication portal opens carefully read the acceptance agreement and press the green *l accept the terms* button.
- Enter ten digit U.S. cellular phone number, first, and last name. For *Purpose* select a description that best fits your visit based on the choices provided and press the green *Continue* button.
- A four digit PIN will be sent to your device. Enter the PIN number and press *Continue*. When the PIN is entered correctly, either the authentication portal will automatically close or your web browser will be redirected to browardschools.com. You are now connected to the guest network. You will have 24-hour access at any Broward Schools facility before PIN revalidation.

1 – Accept The Terms	2 – Fill In Form	3 – Receive PIN
Sign in to network : https://pf.browardschools.com/captiv	Image: Sign in to network Image: Sign in to network https://pf.browardschools.com/captiv	+1 754-253-4425 Your Broward Schools Guest Login PIN: 6280 2:48 PM
• •	•	Tap to reply
Broward County Public Schools	9548675309	Broward County Public Schools
Guest Wireless	FIRSTNAME	Confirm Mobile Phone Number
Welcome to our Internet portal. If you choose to continue, you are agreeing to comply with and be bound by the following terms and	Tiberius LASTNAME Kirk	PIN 6280
conditions of use. If you disagree with any part of these terms and	PURPOSE	
conditions, you may not continue. Terms of use	Parent	Continue
BROWARD COUNTY PUBLIC SCHOOLS is providing you access to our Guest	Continue	I don't have a PIN
I accept the terms	A access PIN will be sent to your phone via text messaging. Standard messaging rates may apply.	A seesse DINI will be cant to your phone via taxt

Wi-Fi Calling

Wi-Fi calling is available on any Broward Schools wireless network, regardless of other restrictions. Your personal mobile carrier and phone must support Wi-Fi calling. Wi-Fi calling instructions vary by phone manufacturer and carriers. For specific support and instructions, please consult your cellular carrier.

Apple iOS	Android
 Connect to Wi-Fi Go to "Settings" Scroll down to "Phone" Scroll down to "Wi-Fi Calling" 	 Connect to Wi-Fi Open the Phone app S Tap More Settings Tap Calls Tap Wi-Fi calling
Apple Generic Instructions	Google Generic Instructions

Carrier Specific Instructions		
<u>ATT</u>		
<u>MetroPCS</u>		
<u>T-Mobile</u>		
<u>Sprint</u>		
Verizon		

Troubleshooting

After connecting, a message may be displayed that your device has limited Internet connectivity or no Internet connectivity. Just because your device displays the message does not actually mean access to the Internet does not work, try it. Many Android phones are programmed to communicate to specific Internet locations that may be blocked by the District firewall, resulting in that message.

If you are using a Samsung Phone and are experiencing connection difficulties, it is recommended to disable the "Smart network switch" feature.