



UA SCIENCE

**LUNAR & PLANETARY
LABORATORY**

Why can't I connect to UAWifi?

As of May 11, 2019, the following client operating system versions may connect to UAWifi:

iPhone: iOS 11 and up

Android: 6.0 and up

Windows: 10

MacOS: High Sierra (10.13) and up

Devices running older operating system versions will not be able to connect to UAWifi.

This is because the older versions do not offer TLS 1.1 or higher. Transport Layer Security (TLS) provides authentication and data encryption between different devices to provide secure functionality. Per the UA Information Security Office (ISO), TLS 1.0 is no longer considered a secure protocol and cannot provide appropriate data protection. Therefore, to provide secure accessibility, on May 11, TLS 1.0 was completely disabled on UAWifi/eduroam.

If your device is running an older version, the solution is to upgrade to the latest operating system.

If your device meets the above criteria but still cannot connect, call UITS 24/7 support at (520) 626-TECH (8324) or chat online on the **IT Support website**.