

Tip Sheet

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Connect to NMMOBILE Wi-Fi

For Vocera to work properly, you must be connected to the NMMOBILE Wi-Fi network and "forget" other networks. You may be shown as offline in Vocera and miss communications if you are not connected to NMMOBILE.

Connect to the NMMOBILE Wi-Fi Network from an Apple Device

- 1. Go to settings > Wi-Fi and select **NMMOBILE** from network list.
- 2. Forget other NM networks, such as NMGUEST.

<	Settings Wi-Fi	
	Wi-Fi	
1	NMGUEST Unsecured Network	≎ (j)
	Forget This Network	

- 3. Use your NM username and password to log-in.
- 4. Trust the Certificate.



Connect to the NMMOBILE Wi-Fi Network from an Android Device

NOTE: See the next page for instructions to connect to NMMOBILE for individuals who have Android 12 devices.

- 1. Go to settings > Wi-Fi and select NMMOBILE from the available network list.
- 2. Forget other NM networks, such as NMGUEST.
- 3. Select PEAP and enter your NM username and password to log-in.

CANCEL	ONINECT	CANCEL CONNECT
CA certificate		
None	-	Password
Phase 2 authentication		Anonymous identity
PEAP	-	nm178322
EAP method		Identity
NMMOBILE		NMMOBILE

4. For CA certification, select, **Do not validate**. Click **Connect**.

CANCEL	CONNECT
No certificate specified. Your con will not be private.	nection
Do not validate	*
CA certificate	
None	*
NMMOBILE Phase 2 authentication	



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Steps for Android 12 Users Only

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PEAP		-
Phase 2 authentication MSCHAPV2		•
CA certificate		
Use system certificates		-
Online Certificate Status Do not verify		-
Domain		
corp.nm.org		
	Cancel	Save

- 1. Go to settings > Wi-Fi and select **NMMOBILE** network.
- 2. Forget other NM networks, such as NMGUEST.
- 3. EAP Method: Select PEAP.
- 4. Phase 2 authentication: select MSCHAPV2.
- 5. CA Certificate: select Use System certificates.
- 6. Online Security Status: Select Do not Verify.
- 7. Domain: Type corp.nm.org.
- 8. Identity: type you **NM username.**
- 9. Password: Type your NM password.
- 10. Click Save.

MAC Randomization

MAC Randomization, also called "Private Wi-Fi Address", must be disabled on iPhones and Androids. Below are troubleshooting steps to take if you are unable to connect to NM Mobile.

iOS/Apple: Disable MAC Randomization on iOS Devices:

- 1. Connect to NM Mobile (even though it will not work).
- 2. Open the iOS Settings application on the iPhone.
- 3. Locate and click on the Wi-Fi icon that is connected to NM Mobile.
- 4. NM Mobile should have a blue checkbox next to it.
- 5. Click on the blue "Information" Icon link associated with NM Mobile.





- 6. Uncheck the PRIVATE WI-FI ADDRESS icon.
- 7. REBOOT THE MOBILE DEVICE.
- 8. Reconnect to NM Mobile.

Android: Disable MAC Randomization on Android Devices:

- 1. Open the Android Settings on the Android Device.
- 2. Click on About Phone.
- 3. Click on Status Information.
- 4. Phone Wi-Fi MAC address.
- 5. The Wi-Fi Mac address should be added to the Service Now ticket.

If you are still unable to connect after taking these steps, contact the MyNM Service Center at **312.926.4357.**