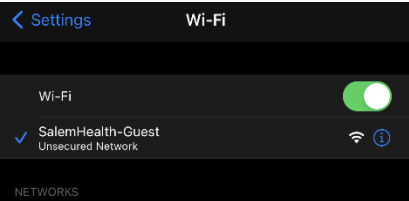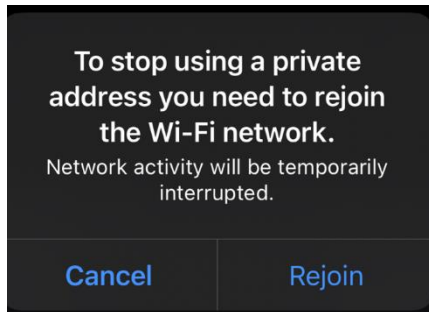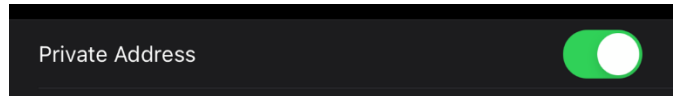# Losing or Unable to Connect to Guest Wi-Fi

After the latest Apple software update, we've seen an uptick in calls to the Solution Center that they've been being disconnected from the network. This is due to a new security feature for Apple called "Private Address." To disable this feature follow the steps below:

Turning off Private Address

1. Open the Settings app, Then tap Wi-Fi. Tap the information ⓘ next to the SalemHealth-Guest network.

2. Locate the Private Address setting and tap it to turn it off.

3. Once tap to turn off the Private Address setting you will receive a prompt letting you know you will need to Rejoin the network. Tap Rejoin to complete the turning off the Private Address setting allow the Wi-Fi to reconnect.

4. Confirm that the Private Address is now disabled