



EMPLOYEE GUIDE

Add Your Personal Device to Wi-Fi

Get your own phone, tablet, or laptop onto the company Wi-Fi. It takes a few minutes at the office; first requests can be approved automatically.

 For Employees

DOCUMENT	USR-BYOD-001 · v2.1 · 2026-09-30	TIME	~3 min (+ approval if needed)
YOU NEED	Work account, at the office	WORKS ON	iPhone · iPad · Android · Mac · Windows

✔ Is your company laptop already set up? Then skip this.

Company laptops managed by IT connect to Wi-Fi automatically; they never need enrollment. Use this guide **only for personal devices you own**, like your own phone or tablet.

How it works



📌 Do this on the company network

Device setup pages **only open on the company's network**. From home or cellular you'll see *"Device setup only works on the company's Wi-Fi"*: connect to the office Wi-Fi (guest Wi-Fi is fine) and open the link again. If the page says iCloud Private Relay is hiding you, turn it off: **Settings > your name > iCloud > Private Relay** (USR-RELAY-002).

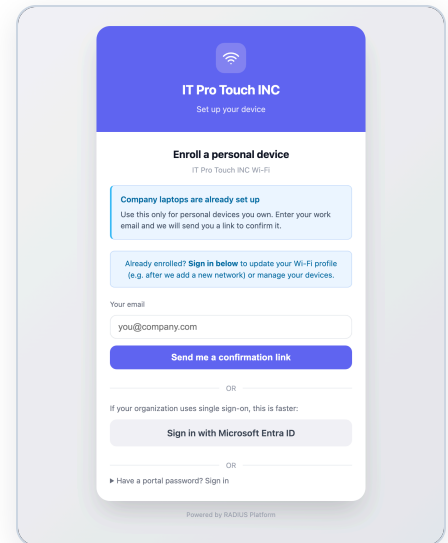
1 Open device setup

There are three ways in. Use whichever fits:

Your enrollment link. IT gives you a web address like radius.secured.ad/enroll/.... Open it in a browser on a device that's on the company network.

The Wi-Fi sign-in page. Join the office guest Wi-Fi. On the page that opens, under *Work here?*, tap **Set up this device** →.

My Apps (Lighthouse Services and Redstone Fencing staff). Click the **Lighthouse Wi-Fi and Device Enrollment** tile. See USR-LHS-001 or USR-RSF-001.



The enrollment page from your enrollment link.

2 Confirm who you are

Sign in with Microsoft Entra ID (on the Wi-Fi sign-in page it says *Sign in with Microsoft*). The fastest option, and the one that lets your first request be approved automatically. Sign in with your work account. Microsoft may ask for your **passkey** (Face ID, Touch ID or your PIN) instead of a password and code; see *Sign In with Your Passkey* (USR-LOGIN-001).

Send me a confirmation link. Type your **work email**, then open the email we send and tap its link while you're still on the company network. The link expires in 30 minutes.

⚠ Seeing "Finish in Safari"?

You started in the pop-up window that appears when you join the Wi-Fi (*Captive Wi-Fi* on iPhone, iPad and Mac, or Android's sign-in window). Microsoft sign-in can't use your passkey there, so the page shows a short address such as radius.secured.ad/s/K7Q2PX.

Close the pop-up. If asked, choose to **use the Wi-Fi without internet**. Open **Safari** (Chrome on Android), type the address and carry on where you left off. The code works for 30 minutes. See USR-LOGIN-001, step 3.

3 Add your devices

1

Pick the device type

Choose *Phone*, *Tablet*, *Personal laptop*, *Personal desktop* or *Other*, and give it a name like "My iPhone".

2

Add them all now

Use + **Add another device** for up to 5 devices per request. Only your **first** request can be approved automatically.

3

Add a personal email and send

Optional: use the email that's on your phone, so the setup email reaches the phone itself. Then tap **Request enrollment**.

A screenshot of a mobile app interface for "IT Pro Touch INC". The header is blue with a white Wi-Fi icon and the company name. Below the header, it says "Enroll your personal devices" and "Signed in as Alex Example <alex@itprotouch.com>". A blue box states "Your company laptop is already set up" with a note that it connects to company Wi-Fi automatically. Below this is a section for "Device 1" with a dropdown menu set to "Phone" and a text field for a name (e.g., "my iPhone"). A "+ Add another device" button is below the form. At the bottom, there's a "Personal email (optional)" field with "you@example.com" entered, followed by a "Request enrollment" button. Small text at the very bottom says "Powered by RADUIS Platform".

The device form after you sign in.

4 Confirm your personal email & get approved

If you added a personal email, we send it a confirmation email from no-reply@secured.ad. Open it and choose **Confirm this address**. It works for 24 hours (check junk), and the address gets nothing until you confirm.

✔ Approved automatically on your first request

Every device on your **first** request is approved as soon as both are true: you **signed in with Microsoft** using your company address (@itprotouch.com , @thelighthouseervices.com or @redstonefencing.com), and you **confirmed your personal email**. The confirmation page then says *Address confirmed and devices approved*.

Everything else goes to IT: requests made with the emailed link, requests without a confirmed personal email, and all later requests. You get the setup email once IT approves.

5 Install the profile & connect

After approval you get **one setup email per device**, sent to your work address and to your confirmed personal address. Open it **on the device you're setting up** and tap the link for that device. A short page opens on radius.secured.ad ; tap **Download** there:

- **iPhone, iPad or Mac:** use **Install Wi-Fi profile**, then open **Settings**, tap **Profile Downloaded** and **Install** (on a Mac, install it in **System Settings**). The device joins [007Secured](#) automatically.
- **Windows or Android:** use **Download certificate** (a [.p12](#) file; if asked for a password, leave it blank). Windows then connects with **Connect using a certificate**; Android also needs the company's Wi-Fi server certificate and a few settings. Both are in USR-WIFI-001.

Install within 3 days

The links in the setup email are personal to you: each can be used for **3 downloads** within **3 days** (opening the page doesn't count). Don't forward the email.

Next: see [Connecting to Company Wi-Fi \(USR-WIFI-001\)](#) for step-by-step install instructions on iPhone, iPad, Mac, Windows and Android.

Later: update your Wi-Fi or add a device

Open the enrollment page again **on the company network** and sign in. Your devices are listed under *Your enrolled devices*:

- **Update Wi-Fi** downloads a fresh copy of that device's Wi-Fi setup, for example if your setup links have expired or IT adds a network. Open the page **on the device itself**: iPhone, iPad and Mac get the Wi-Fi profile; Windows and Android get the certificate file ([.p12](#)) to install as in USR-WIFI-001. If you need the other kind, use the small link under the device (*Windows or Android?* or *iPhone, iPad or Mac?*).
- Not at the office? Ask IT to **re-send your setup email**. You get new links at your work address, and at your personal address if you confirmed one.
- To add another device, fill in the form again. Later requests go to IT for approval.

Questions

QUESTION	ANSWER
Do I need a password for Wi-Fi?	No. Your device gets a secure certificate instead of a password; that's what the profile installs.
"Device setup only works on the company's Wi-Fi"	You're not on the company network. Connect to the office Wi-Fi (guest is fine) and open the link again. Turn off iCloud Private Relay if the page mentions it.
Microsoft wants a passkey, or says this app can't use it	See USR-LOGIN-001: set up your passkey, and switch to Safari if you're in the Wi-Fi pop-up window.
No confirmation email	Check junk. A work-email link expires after 30 minutes and a personal-email link after 24 hours; start again for a new one.
"This link has been used 3 times", or it has expired	Use Update Wi-Fi on the enrollment page, at the office, on the device itself (any device type), or ask IT to re-send your setup email.
My device says "pending approval"	It's with IT. You'll get the setup email as soon as it's approved.