



EMPLOYEE GUIDE

Connecting to Company Wi-Fi

Install the Wi-Fi profile or certificate from your setup email. Your device then joins the company Wi-Fi by itself, with no password to type.

 **For Employees**

DOCUMENT	USR-WIFI-001 · v2.1 · 2026-09-30	TIME	~3 min per device
NETWORK	007Secured · LHS-Secure	YOU NEED	Your setup email, on the device

No Wi-Fi password needed

Company Wi-Fi uses a secure **certificate** instead of a password; what you install *is* your key. Company laptops managed by IT (Intune) connect automatically and never need any of this.

Open the setup email on the device itself

Once approved (USR-BYOD-001), you get **one setup email per device** at your work address and your confirmed personal address. Open it **on the device you're setting up**, tap the link, then tap **Download** on the page that opens. Each link can be used for **3 downloads** within **3 days**; don't forward it. Leave any certificate password **blank**.

Which network?

YOU WORK FOR	COMPANY WI-FI
IT Pro Touch	007Secured
Lighthouse Services, or Redstone Fencing at a Lighthouse office	LHS-Secure

The steps below say **007Secured** ; use **LHS-Secure** instead if that's your network.

1 iPhone & iPad

1 Tap "Install Wi-Fi profile" in your setup email

On the page that opens, tap **Download**. If iOS says *"This website is trying to download a configuration profile"*, tap **Allow**.

2 Go to Settings

Open **Settings** and tap **Profile Downloaded** near the top (or **General > VPN & Device Management**).

3 Install

Tap **Install** (top right), enter your passcode, confirm **Install** again and tap **Done**. The device then joins **007Secured** by itself when in range; if not, pick it in **Settings > Wi-Fi**.

Company VPN, if your email mentions it

If your setup email has a **Company VPN on iPhone, iPad and Mac** section, the same profile also sets up the company VPN. It turns on by itself when you're away from the office, with limited access until you sign in with your work account: follow the step in the email, usually **open the Radius Platform app on your home screen and tap Sign in (USR-LOGIN-001)**.

2 Mac

1 Click "Install Wi-Fi profile" in your setup email

Open the email on the Mac and click **Download** on the page that opens. The profile downloads; if your browser only saves it to **Downloads**, double-click it there.

2 Install it in System Settings

Open **System Settings > General > Device Management** (macOS 15 or later) or **System Settings > Privacy & Security > Profiles** (macOS 13 or 14). Under **Downloaded**, double-click the profile, click **Continue** or **Install** and enter your Mac password. The Mac then joins **007Secured** by itself; if not, pick it from the Wi-Fi menu.

3 Windows

Company PC managed by IT (Intune)? Nothing to do: **007Secured** is already set up and connects on its own. The steps below are for a **personal** PC with Windows 11.

1 Download your certificate

On the PC, click **Download certificate** in your setup email, then **Download** on the page that opens (or use **Update Wi-Fi** on your device page, USR-BYOD-001). A **.p12** file named after your device downloads.

2 Import it

Double-click the file. In the **Certificate Import Wizard**:

- Keep **Current User** and click **Next** twice.
- Leave the password **blank** (don't tick *Enable strong private key protection*) and click **Next**.
- Keep *Automatically select the certificate store*, click **Next**, then **Finish**.
- If a **Security Warning** asks to install *IT Pro Touch INC Root CA* (Lighthouse staff may also see *Lighthouse Services Root CA*), click **Yes**. It can appear twice.

Windows says *The import was successful*; your certificate is now in **Current User > Personal**.

3 Connect

Select the network icon on the taskbar, then **Manage Wi-Fi connections** (the arrow next to Wi-Fi). Choose **007Secured** and select **Connect**. When Windows asks for a user name and password, don't type them: select **Connect using a certificate**. If it asks you to pick a certificate, choose the one named after your device.

4 Check the server, then connect

The first time, Windows asks *"Continue connecting? If you expect to find 007Secured in this location, go ahead and connect. Otherwise, it may be a different network with the same name."* That's expected. Select **Show certificate details**: they should name the server **radius.secured.ad** and **IT Pro Touch INC Root CA**. If so, select **Connect** (Windows remembers it from then on); if not, select **Cancel** and contact IT.

4 Android

Android needs two files: **your certificate** (who you are) and the company's **Wi-Fi server certificate** (so the phone can check it's the real company network).

1 Download both files on the phone

Tap **Download certificate** in your setup email, then **Download** on the page that opens (or use **Update Wi-Fi** on your device page). Then open radius.secured.ad/guides/certs/wifi-server-ca.cer to download the Wi-Fi server certificate.

2 Install both as Wi-Fi certificates

In **Settings**, go to:

- **Pixel (Android 14 or later):** Security & privacy > More security settings > Encryption & credentials > Install a certificate > **Wi-Fi certificate**
- **Samsung Galaxy:** Security and privacy > More security settings > Other security settings > Install from device storage > **Wi-Fi certificate** (older Galaxy phones: Biometrics and security > Other security settings)

Pick your [.p12](#) file. If asked for a password, leave it blank and tap **OK**. Name it **Company Wi-Fi**. Then do the same with [wifi-server-ca.cer](#) and name it **Company Wi-Fi server**. You may be asked to set a screen lock first. Other phones: search Settings for "certificate".

3 Connect

Open Wi-Fi settings (**Network & internet** > **Internet** on Pixel, **Connections** > **Wi-Fi** on Samsung), tap **007Secured** and set:

- **EAP method:** TLS
- **CA certificate:** Company Wi-Fi server
- **Online certificate status:** Do not verify
- **Domain:** [radius.secured.ad](#)
- **User certificate:** Company Wi-Fi
- **Identity:** your work email

Leave anything else as it is and tap **Connect** (or **Save**). **Company Wi-Fi** may also be listed under *CA certificate*; don't pick it there, or the phone won't connect.

5 Confirm you're connected

- ☐ Your Wi-Fi shows **007Secured** (or **LHS-Secure**) as connected.
- ☐ You can browse the internet and reach company resources.
- ☐ You were never asked for a Wi-Fi password (that's expected).

Trouble connecting?

WHAT YOU SEE	TRY THIS
Windows: "Continue connecting?"	Expected the first time. Check that Show certificate details names radius.secured.ad and IT Pro Touch INC Root CA, then select Connect . If it names anything else, select Cancel and tell IT.
Any other certificate warning, such as "Cannot verify server"	Don't accept it. Check you picked the right network and installed from your own setup email, and tell IT if it happens again.
It asks for a username & password	The profile or certificate isn't installed yet, or you picked the wrong network. Install it again and select the right network. On Windows, select Connect using a certificate ; on Android, set EAP method to TLS.
Android: "Must specify a domain", Connect is greyed out, or it won't connect	Check the settings in Android step 3: CA certificate Company Wi-Fi server , Domain radius.secured.ad , User certificate Company Wi-Fi , Online certificate status Do not verify .
Connects but "no internet"	Move within range and retry. If it persists, tell IT; the network may need a setting on their side.
"This link has been used 3 times", or it has expired	Open the enrollment page again at the office, sign in and tap Update Wi-Fi next to the device, on that device (USR-BYOD-001): iPhone, iPad and Mac get the profile, Windows and Android the certificate file. Or ask IT to re-send your setup email.