Android phone on Verizon won’t connect to RowanSecure? Take these steps.

Some students with Android phones on Verizon have reported issues connecting to RowanSecure.

Information Resources & Technology has identified a recent security update released by Verizon as the cause of this problem. A security app on your phone may be blocking you from connecting to RowanSecure.

We are working with Verizon on a long-term resolution, but for now, you can take the following steps to connect to RowanSecure:

1. Open the Verizon Security & Privacy app on your phone.

2. Tap Wi-Fi security.

3. Tap Manage Wi-Fi networks.
4. Tap **Blocked networks**.
   a. Select the network you’d like to unblock, in this case, RowanSecure.
   b. Tap **Remove** at the bottom of the screen.

If you need additional help, please contact us at 856-256-4400 or support@rowan.edu.