

## I am Experiencing issues with the iOS Network Management Tool

Travis - 2021-03-16 - Connection

If you are experiencing any issues on your iOS device concerning issues with accessing the internet or your application not being able to connect when the Network Management tool is enabled please follow the below steps in order to address these issues.

Uninstall Application:

First, to address this issue you will need to uninstall the PIA App using the instructions [here](#).

Reset iOS Network Settings

Once you have uninstalled the application you will need to reset your network settings, by following these steps:

### Step 1: Device Settings

Open the iOS device's Settings and tap 'General'



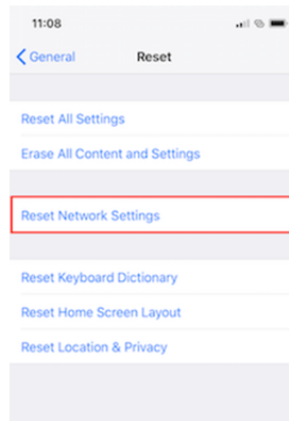
### Step 2: Reset

Within the General setting menu scroll down and tap **'Reset'**



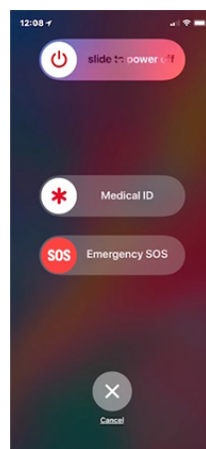
### Step 3: Reset Network

Within the Reset window select the **“Reset Network Settings”**



### Step 4: Reboot Devices

Once the network settings have been reset you will then need to reboot your devices by holding down the Power button (located on the side or top of your devices) and the volume buttons.



Once the devices are off wait 60 seconds and then power your mobile devices back on.

You are now ready to reinstall the PIA application back onto your devices.

### Reinstall Application

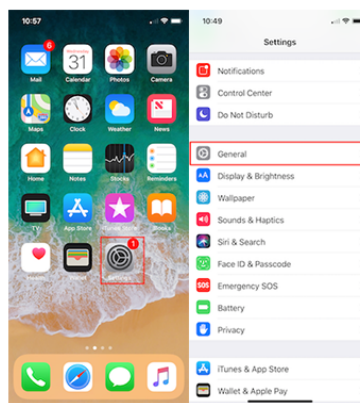
For instructions on how to install our client on your iOS please review this guide [here](#).

Once our application is re-installed on your devices please ensure that the following setting is configured on within your iOS device:

Application/ iOS Settings:

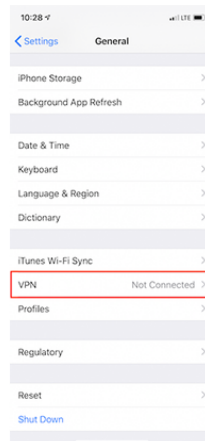
## Step 1: Devices Settings

Open the iOS device's Settings and tap



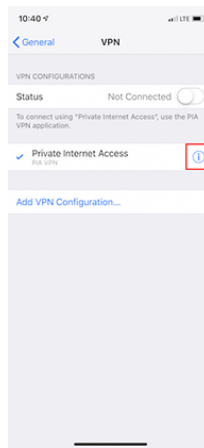
## Step 2: VPN

Within the General Setting menu, scroll to the bottom and select VPN



## Step 3: Accessing PIA

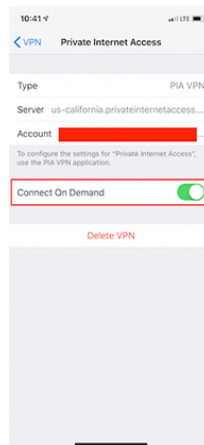
Within the VPN setting menu locate Private Internet Access, tap the blue 'i' icon next to the application name.



#### Step 4: Connect on Demand

You will want to ensure that 'Connect on Demand' is selected.

Note: You may need to connect to the VPN directly through the application for this option to appear.



Once the above steps are completed the issue with losing the internet while connected to the VPN should not occur. If you are still continuing to experience internet loss or connection issues, please contact our support team [here](#).

Tags  
iOS  
Network Management  
No Internet