

# Sophos Central - Captive Portal Public Wi-Fi on macOS 12 Monterey Fails to Load

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When attempted to connect to a public Wi-Fi captive portal while running Sophos Central on a Mac running macOS 12 Monterey, the site may fail to load with the message "This site can't be reached".

[This is a known issue from Sophos.](#)

Solutions:

1. Upgrade the Mac to macOS 13 Ventura
2. If you are an admin on the Mac, enter captive portal mode following the steps below. When selected, it will prompt the user for a local administrator user/password, and turn off the Sophos network interceptions for a short duration, to allow for the captive portal to be accessed. Here is how to access it:
  - Open the local Sophos interface.
  - Click About in the lower right corner.
  - Click Run Diagnostic Tool.
  - Click Captive Portal Mode on the left side.
  - Click Enable at the top.
  - Enter your administrator credentials.