

FAQ – WINDOWS – HOW DO I CONNECT TO WILKES WIRELESS?

Purpose

- This guide details the steps for connecting to the Wilkes University wireless networks using Windows

Requirements

- Active Wilkes Account
- Computer with Windows 11

Notes

- If you have changed your password since the last time you connected to the wireless, then you may need to remove the old profile first. Steps are provided in the Troubleshooting section of this guide

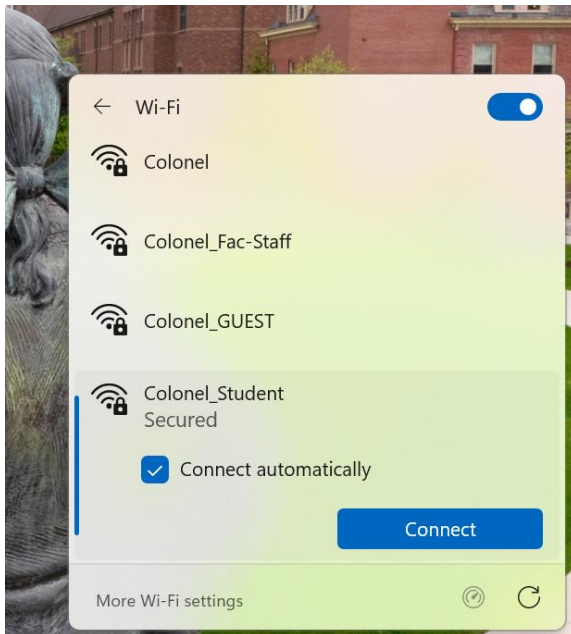
Process

1. Locate and click on the **Wireless** icon in the bottom right of the screen

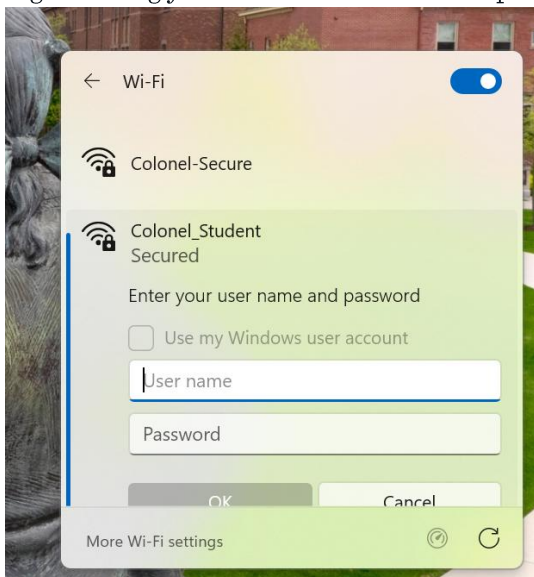


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2. Select the appropriate network and click **Connect**
 - a. **Colonel_Fac-Staff**: this is the network for faculty and staff
 - b. **Colonel_Student**: this is the network for students

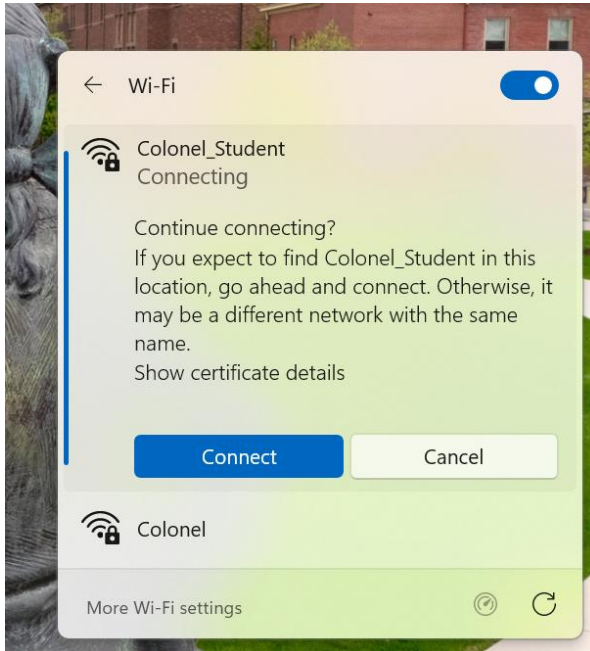


3. Sign in using your Wilkes username and password

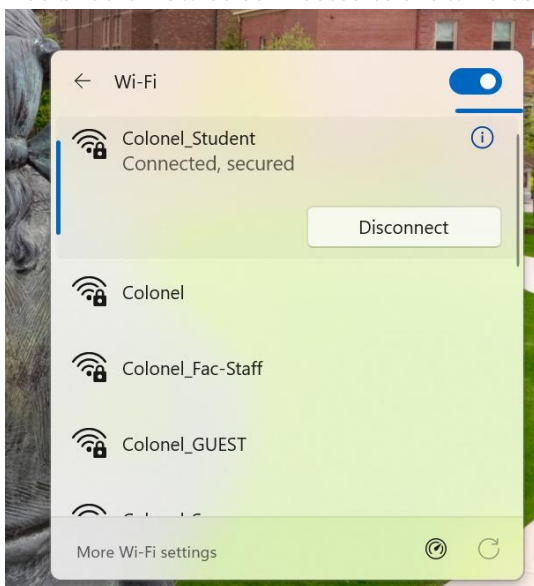


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4. Click **Connect** when prompted



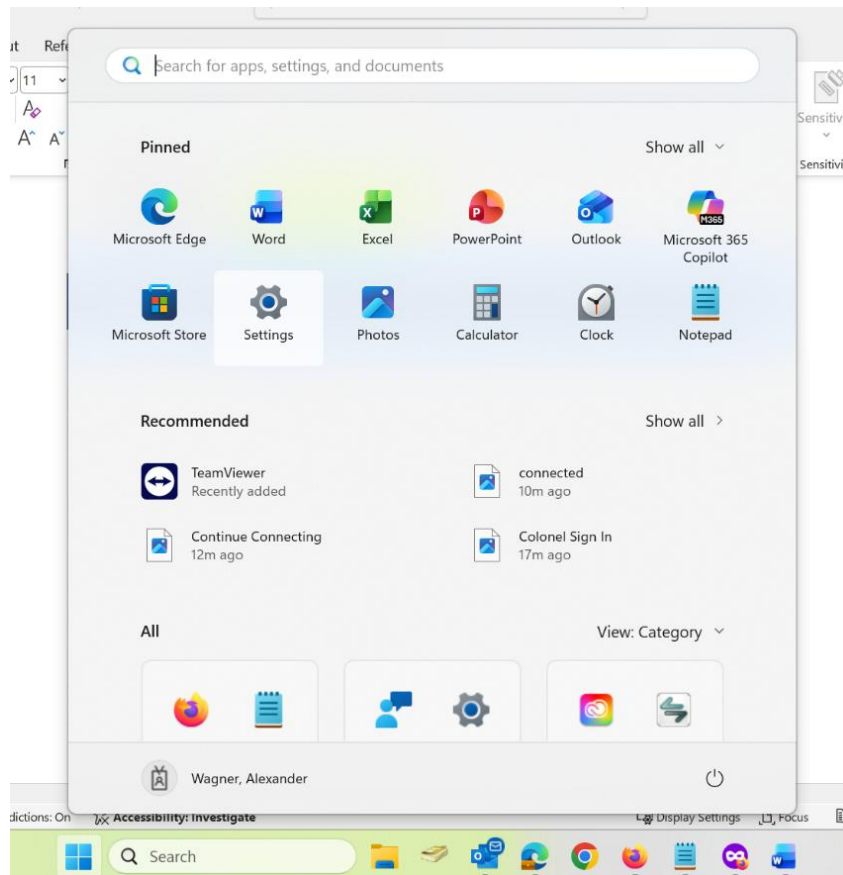
5. You should now be connected to the wireless network



Troubleshooting

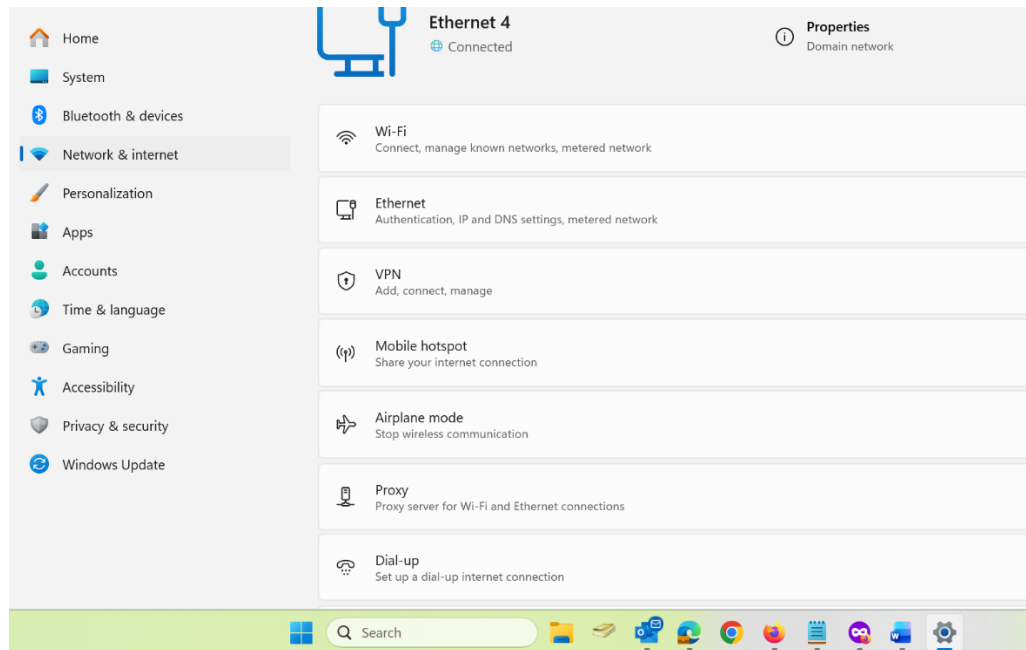
If you need to re-add the network due to a password change, please follow these steps:

1. Click on the **WINDOWS** start button located on the bottom of your task bar and then select **Settings**

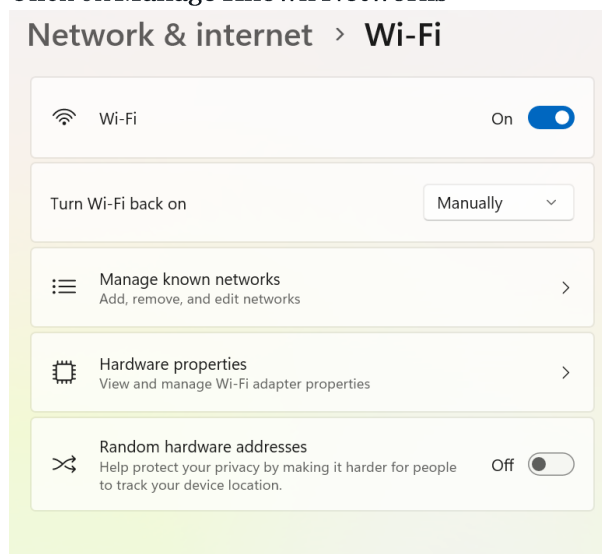


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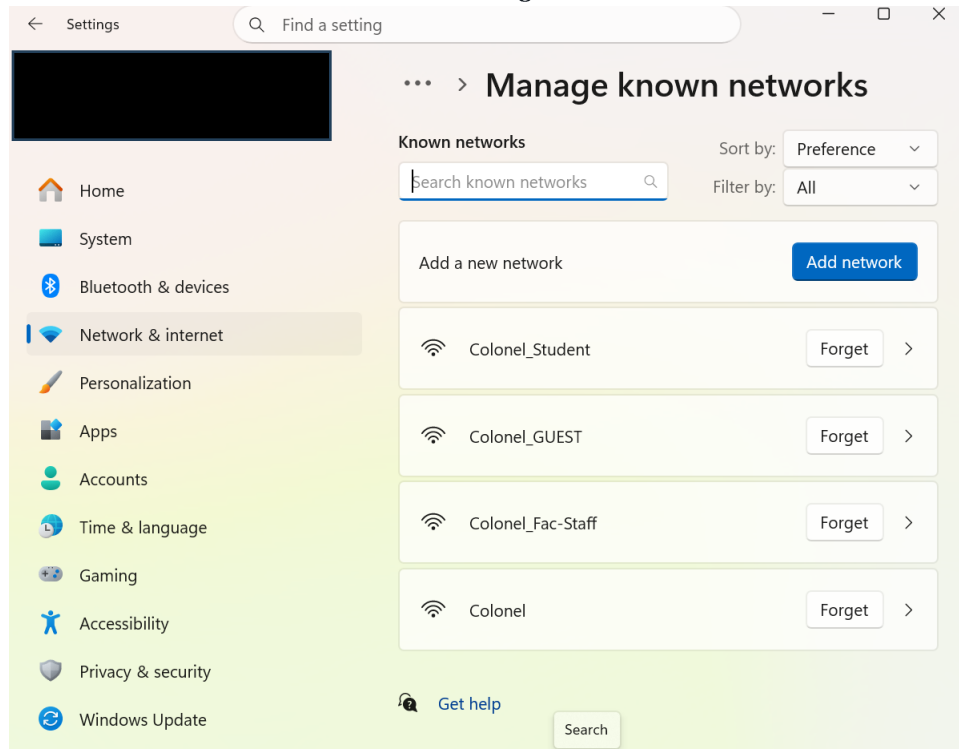
2. Select **Network & Internet** then select **Wi-Fi**



3. Click on **Manage Known Networks**



4. Locate the wireless network and click **Forget**



5. Exit out of the **Manage Known Networks** window and then repeat the steps listed in the **Process** section