

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

Purpose

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

Requirements

- Active Wilkes Account
- Computer running macOS

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

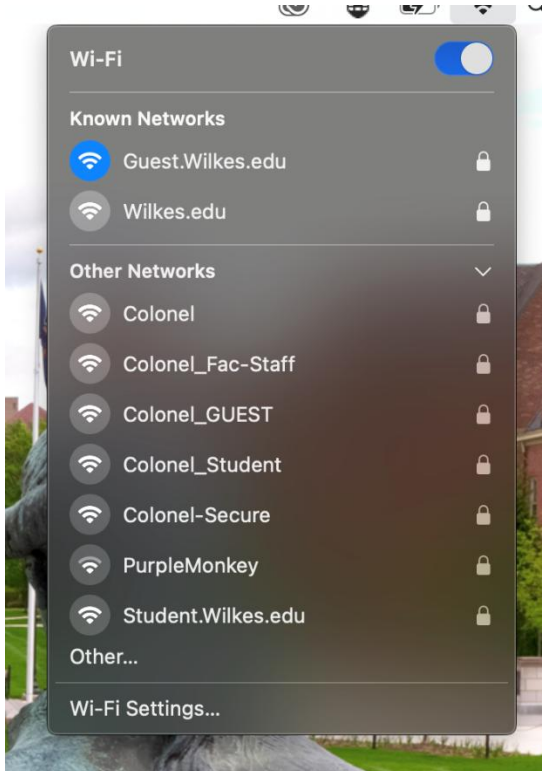
Process

1. Locate and click on the **Wi-Fi icon** in the top right corner of the screen



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2. Select the appropriate network
 - a. **ColoneL_Fac-Staff**: this is the network for faculty and staff
 - b. **ColoneL_Student**: this is the network for students



3. Enter your Wilkes username and password and click **OK**



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4. Click **Continue** when prompted in the Verify Certificate window



5. If you receive a pop-up window asking to allow the changes to Certificate Trust Settings, enter your computer username and password and click **Update Settings**



6. You should now be connected to the wireless network

Troubleshooting

If the connection is unsuccessful, you might have to remove any existing Wilkes wireless networks from the device and try reconnecting.

1. Locate and click on the **Wi-Fi** icon in the top right corner of the screen.

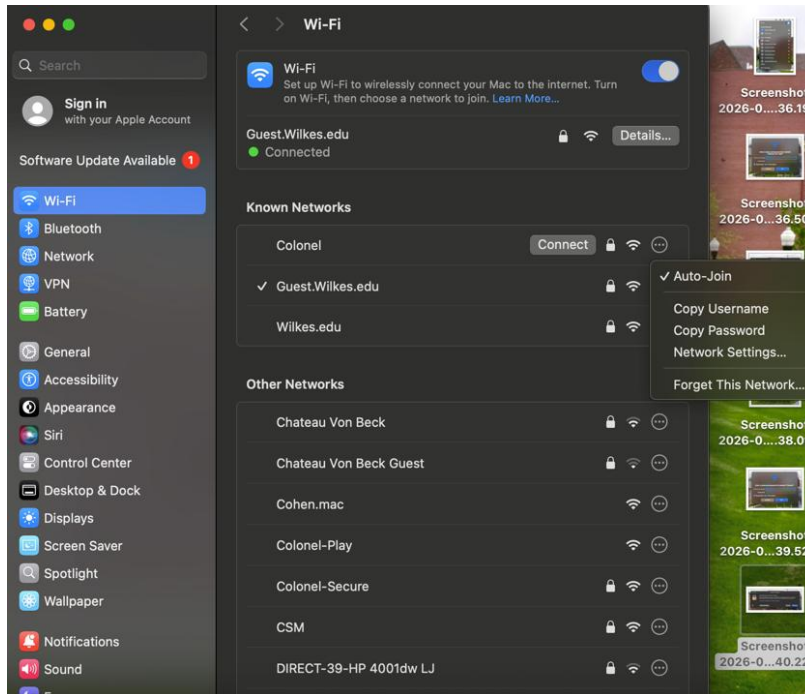


2. From the drop-down menu, select “Wi-Fi Settings”

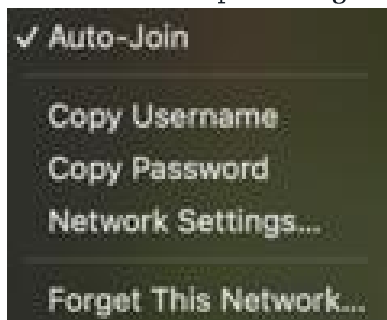


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3. Within the **Wi-Fi** tab, which should be selected automatically, you will see **Known Networks**



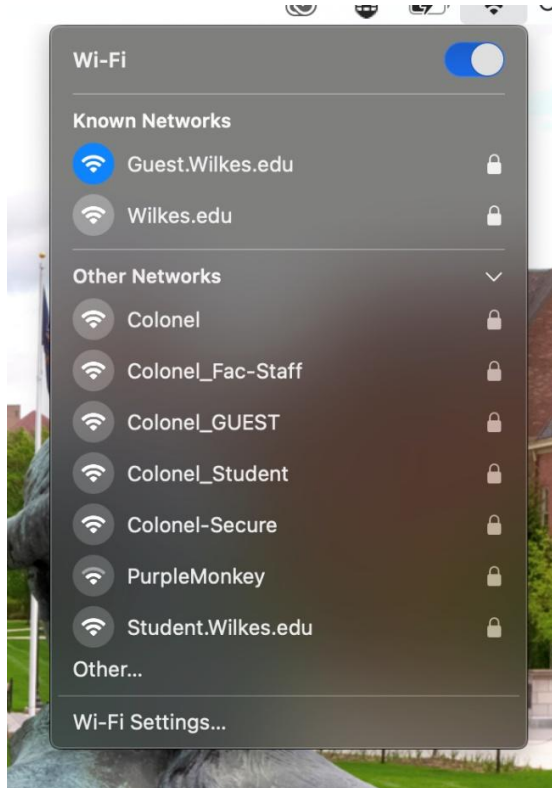
4. Click on the  Symbol next to the network
5. You will see the option **Forget This Network...** at the bottom of the box that appears



6. Click **Forget** when prompted

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7. The Network should now disappear from your **Known Networks** list and reappear under **Other Networks**



8. Repeat steps 1-7 for all Wilkes networks in the **Known Networks** tab
9. Repeat steps of the 1-6 **Process** portion of this guide