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FAQ – How do I connect to Guest.Wilkes.edu?				

Purpose

This guide details the steps to connect to the Guest.Wilkes.edu wireless network.

Requirements

1. Access to the MyWilkes Portal.
2. A device with wireless capabilities.

Notes

1. If your device is currently connected to the Guest.Wilkes.edu, Wilkes.edu or Student.Wilkes.edu network, you may first need to forget the connection (steps provided in the Troubleshooting section).
2. The password for Guest.Wilkes.edu changes each semester and is posted on the IT Help tab within the MyWilkes portal.
3. All gaming systems must use the Guest.Wilkes.edu wireless network for Internet access.

Process

Connecting from a Microsoft Windows device

1. Click on the **Wireless** icon in the system tray. Typically, it will look like this:



2. Locate **Guest.Wilkes.edu**. Click on it, and then choose **Connect**.
3. When prompted, enter the wireless password and click **OK**. You can locate the password on the **IT Help** tab in the MyWilkes portal.

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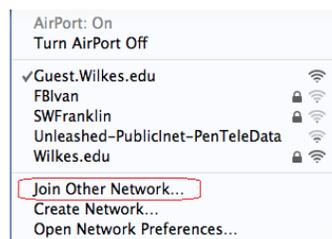
4. The device will connect to the Guest.Wilkes.edu network. If the connection is not successful, see the troubleshooting section at the bottom of this document.

Connecting from an Apple computer

1. On the menu bar, locate the **Wi-Fi** icon. Typically, it will look like this:



2. Click on the **Wi-Fi** icon and choose **Join Other Network...**



3. Use **Guest.Wilkes.edu** as the Network Name (Note: the G and the W should be capitalized).
4. Choose **WEP Password** as the **Security Type**.
5. Enter the wireless password. You can locate the password on the **IT Help** tab in the MyWilkes portal.

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5. Click **Join** and the computer will connect to the Guest.Wilkes.edu network. If the connection is not successful, see the troubleshooting section at the bottom of this document.

Connecting from an iPhone/iPad

1. Open the **Settings** icon from your **Home** screen.
2. On the left hand side, choose **Wi-Fi**.
3. On the right hand side, locate and choose **Other...** from the list.
4. Use **Guest.Wilkes.edu** for the **Name** (Note: The G and the W are capitalized)
5. Choose **WEP** as the **Security**.
6. Enter the wireless password in the **Password** field. You can locate the password on the **IT Help** tab in the MyWilkes portal.
6. Choose **Join** in the upper right of the screen.
7. The device will connect to the Guest.Wilkes.edu network. If the connection is not successful, see the troubleshooting section at the bottom of this document.

Connecting from an Android Phone/Tablet

1. Open **Settings** from the **Applications** menu.
2. Tap on the **Wi-Fi** setting.

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3. Choose **Guest.Wilkes.edu** from the list.
7. In the password field, enter the wireless password. You can locate the wireless password on the **IT Help** tab in the MyWilkes portal.
4. Choose **Connect**.
5. The device will connect to the Guest.Wilkes.edu network. If the connection is not successful, see the troubleshooting section at the bottom of this document.

Troubleshooting

If your device refuses to connect, you might first need to forget any existing connections to Guest.Wilkes.edu, Wilkes.edu or Student.Wilkes.edu. See the appropriate section below for help with forgetting your current connections.

Windows 7

1. Right click on the wireless network icon in the task bar.
2. Choose **Open Network and Sharing Center**.
3. Choose **Manage wireless networks**.
4. Find Guest.Wilkes.edu, Wilkes.edu and Student.Wilkes.edu in the list, right click on each, and then choose **Remove Network**.
5. Once complete, attempt to connect to Guest.Wilkes.edu.

Windows 8

1. Open to the Windows 8 Desktop.
2. Click on the wireless icon in the system tray.
3. Right click on Guest.Wilkes.edu and select **Forget this network**.
4. Do the same for Wilkes.edu and Student.Wilkes.edu if they are present in the list.
5. Once complete, attempt to connect to Guest.Wilkes.edu.

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Apple Computer

1. Click on the **Wi-Fi** icon along the top menu bar and select **Open Network Preferences** at the bottom of the drop down menu.
2. On the left, click on **Wi-Fi**, and then select **Advanced...** in the lower right.
3. Find the Guest.Wilkes.edu network, and click the **minus (-)** sign below the list of networks.
4. Do the same for Wilkes.edu and Student.Wilkes.edu if they are present in the list.
5. Click **OK** then click **Apply**.
6. Turn **Wi-Fi** off and back on.
7. Once complete, attempt to connect to Guest.Wilkes.edu.

iPhone/iPad

1. Open the **Settings** icon from your **Home** screen.
2. On the left hand side, choose **Wi-Fi**.
3. Locate the Guest.Wilkes.edu network, and tap on the symbol that looks like an **"i"**.
4. Choose **Forget Network** on the next screen.
5. Do the same for Wilkes.edu and Student.Wilkes.edu if they are present in the list.
6. Turn **Wi-Fi** off and back on.
7. Once complete, attempt to connect to Guest.Wilkes.edu.

Android

1. Open **Settings** from the **Applications** menu.
2. Open the **Wi-Fi** settings menu.
3. Long press on the Guest.Wilkes.edu network and choose **Forget Network**.
4. Do the same for Wilkes.edu and Student.Wilkes.edu if they are present in the list.
5. Turn **Wi-Fi** off and back on.
6. Once complete, attempt to connect to Guest.Wilkes.edu.