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FAQ – How do I connect to Wilkes.edu using Mac OS X?

Purpose

This guide details the steps to connect to the Wilkes.edu wireless network using the Mac OS X Operating System.

Requirements

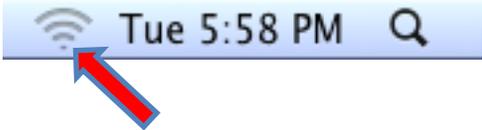1. Active Wilkes account.
2. Mac OS X 10.6 or higher.

Notes

If your device is currently connected to a Wilkes wireless network, you may first need to forget the connection (steps provided in the Troubleshooting section).

When you change your Wilkes account password, you will need to update your device with your new password to avoid locking out your account.

Process

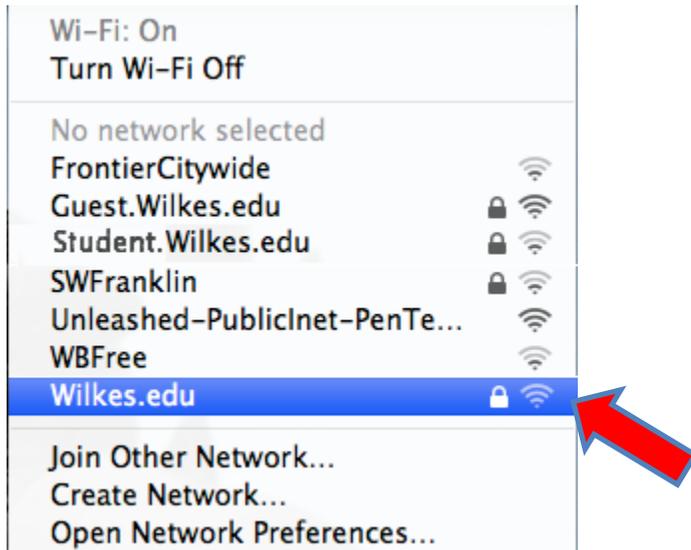1. At the top right corner of your Desktop**,** you will see a **Wi-Fi** icon.

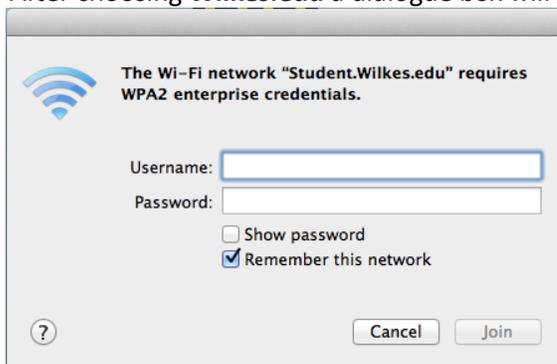2. Click on the **Wi-Fi icon**. This drop down menu will appear.

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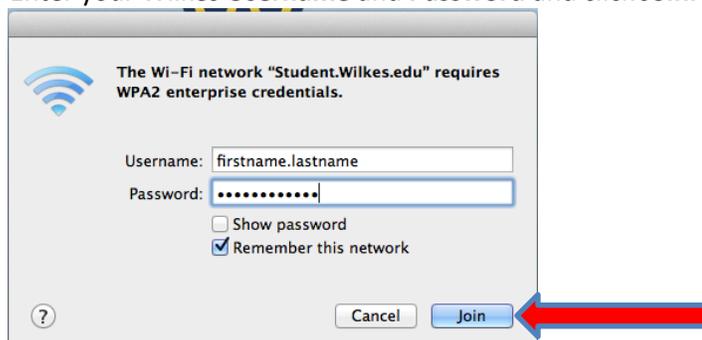**FAQ** – How do I connect to Wilkes.edu using Mac OS X?

3. Choose **Wilkes.edu.**

4. After choosing **Wilkes.edu** a dialogue box will appear.

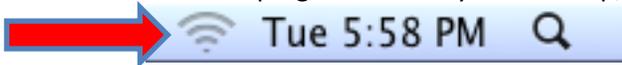5. Enter your Wilkes **Username** and **Password** and click **Join.**

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Troubleshooting

If the connection is unsuccessful, you might have to remove any existing Wilkes wireless network profiles.
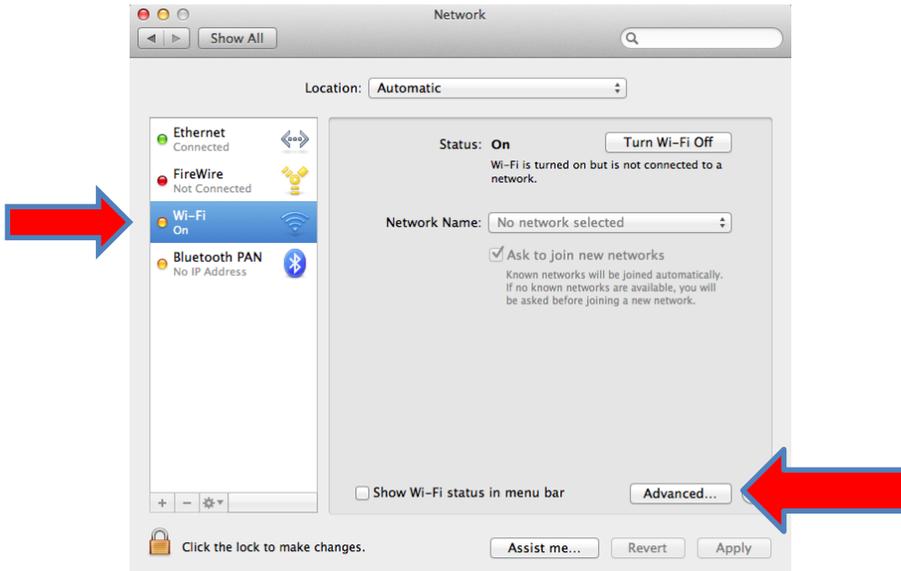
1. At the top right corner of your Desktop, click on the **Wi-Fi** icon.
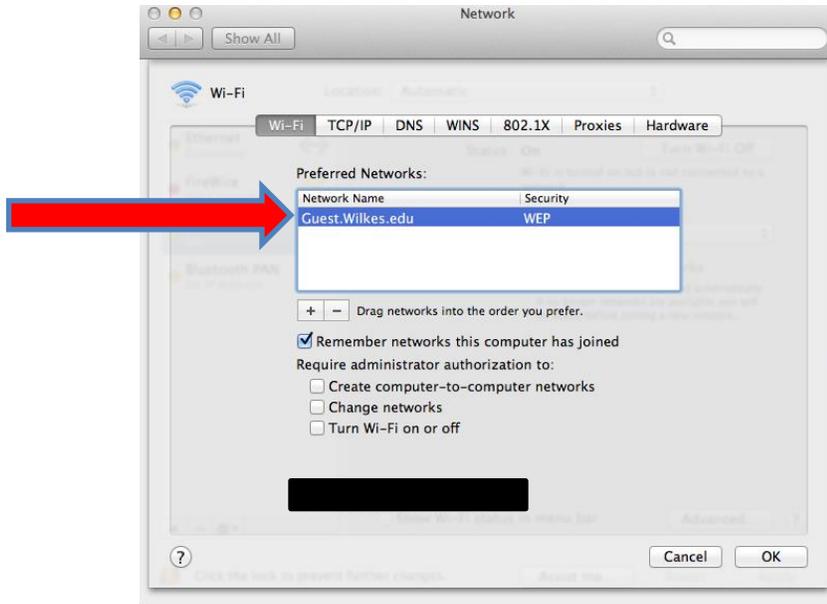
2. Click on **Open Network Preferences**.

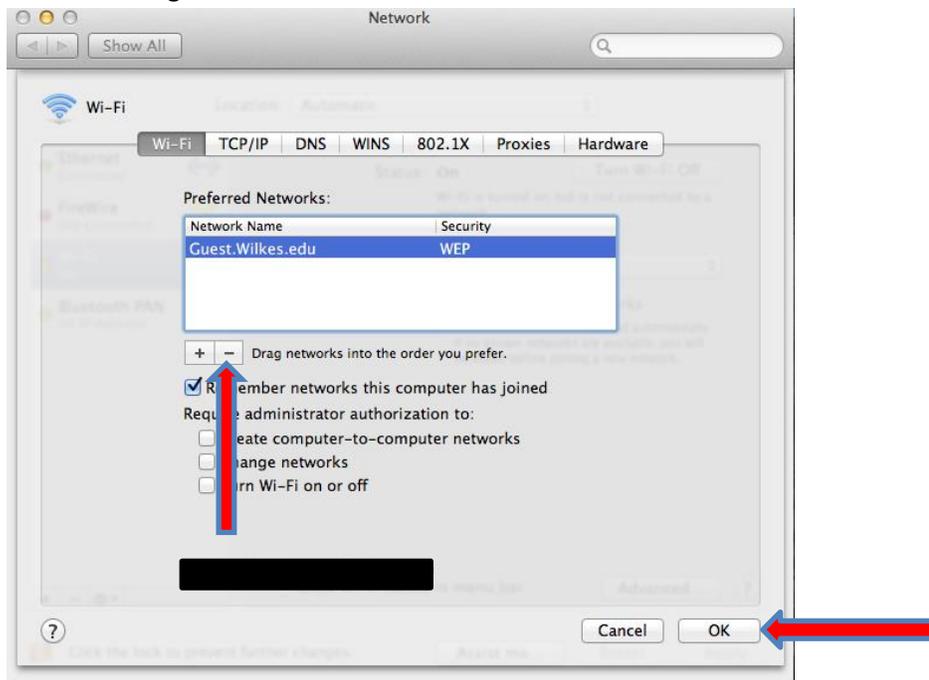3. Select **Wi-Fi** on the left hand side. Then click **Advanced.**

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![Wilkes University logo]	Effective Date:	7/14/15	Revision Date:	7/14/2015
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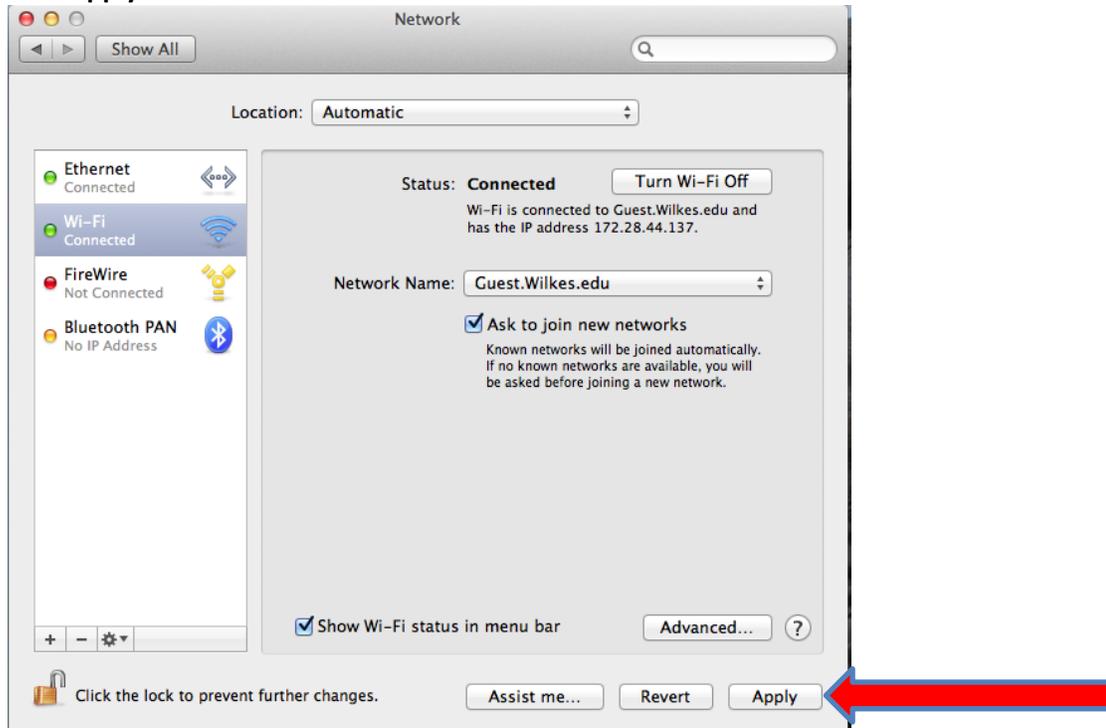
4. Select **Guest.Wilkes.edu.**
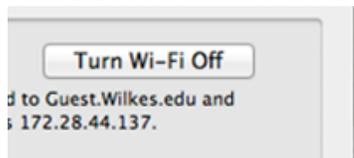

5. Click the ➖ sign button. Then click **OK**.

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6. Click **Apply.**

7. Repeat this process for Wilkes.edu and Student.Wilkes.edu if they appear in the list.
8. Turn **Wi-Fi** Off then back On.

9. Attempt to connect to Wilkes.edu by repeating the steps listed in the Process section.