	Revision:	1.0		
	Effective Date:	7/13/2015	Revision Date:	7/13/2015
	Last Revised by:	Help Desk	Document Owner:	Help Desk
FAQ – How do I connect to Student.Wilkes.edu using Windows 7?				

Purpose

This guide details the steps to connect to the Student.Wilkes.edu wireless network using Windows 7.

Requirements

1. An active Wilkes account
2. A computer running the Windows 7 operating system

Notes

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).

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. Click on the **Wi-Fi** icon in the bottom right corner of the screen.



2. Select the **Student.Wilkes.edu** network from the menu and click **Connect**.



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FAQ – How do I connect to Student.Wilkes.edu using Windows 7?				

- When prompted, enter your Wilkes username and password and then click **OK**.



- Your device should now connect to the Student.Wilkes.edu wireless network.

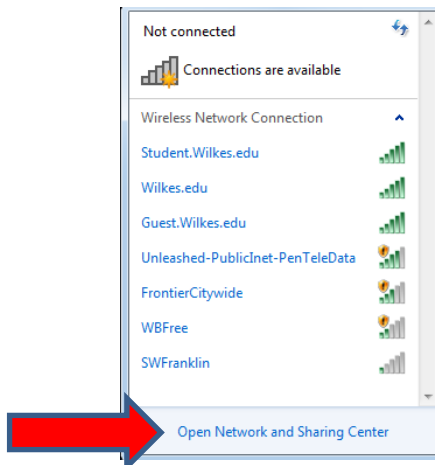
Troubleshooting


If the connection is unsuccessful, you might have to remove any existing Wilkes wireless network profiles.

- Click on the **Wi-Fi** icon in the bottom right corner of the screen.

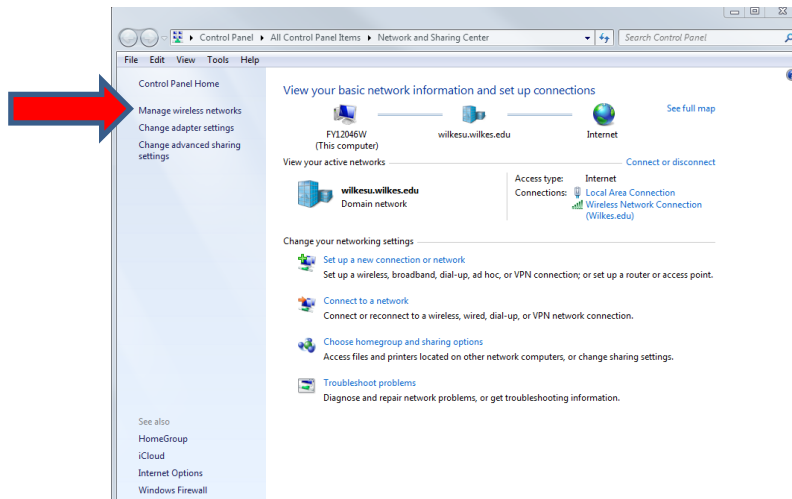


- Choose **Open Network and Sharing Center**.

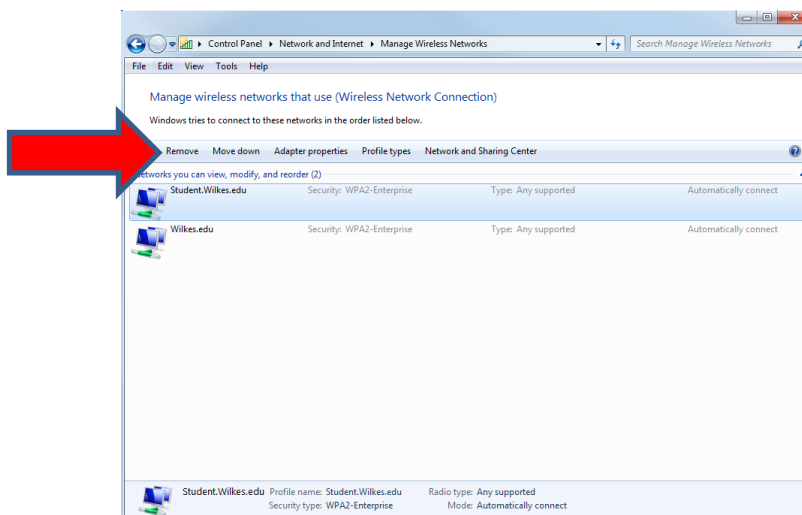


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2. A new window will appear. On the left hand side of the window, choose **Manage Wireless Networks**.



3. Locate **Student.Wilkes.edu** in the list, select it and then click **Remove**.



4. Repeat this process for Wilkes.edu and Guest.Wilkes.edu if they appear in the list.
5. Attempt to connect to Student.Wilkes.edu by repeating the steps listed in the Process section.