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	Last Revised by:	Help Desk	Document Owner:	Help Desk
FAQ – How do I connect to Wilkes.edu using Windows 7?				

Purpose

This guide details the steps to connect to the 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 Wilkes.edu network from the menu and click Connect.



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3. When prompted, enter your Wilkes username and password and then click **OK**. Keep in mind, if you are using a Wilkes issued computer, it may not prompt you for your login credentials, and should connect automatically.

Windows Securit	у		×
Network A Please enter u	uthentication ser credentials		
	User name Password		
		ОК	Cancel

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

Troubleshooting		

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

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



1. Choose Open Network and Sharing Center.

Not connected	47
Connections are available	
Wireless Network Connection	^
Student.Wilkes.edu	
Wilkes.edu	
Guest.Wilkes.edu	
Unleashed-PublicInet-PenTeleData	31
FrontierCitywide	31
WBFree	30
SWFranklin	.11

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



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

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Θ)◆[an] ► Conti	troi Panel 🕨	Network and In	ternet 🕨 Manag	e Wireless Networks	• • • • •	Search Manage Wireless Networks	
File Ec	dit View Too	ols Help						
ма	inage wireles	ss netwo	rks that use ()	wireless Net	vork Connection)			
Win	dows tries to co	innect to the	ese networks in th	e order listed bel	ow.			
	Damasura Mari			Destile to see	Network and Shaving Control			
	Keniove Mov	ve up Au	apter properties	Profile types	Network and sharing Center			
tetwork	ks you can view,	, modify, an	d reorder (2)					
	Student.Wilkes	s.edu	Security:	WPA2-Enterpris	e Type: Any supporte	d	Automatically connect	
3								
	Wilkes.edu		Security:	WPA2-Enterpris	e Type: Any supporte	d	Automatically connect	
	Wilkes.edu	J Profile na	me: Wilkes.edu	Rad	io type: Any supported			
-	-	Security ty	/pe: WPA2-Enterr	orise	Mode: Automatically connect			

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