WILKES UNIVERSITY	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 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

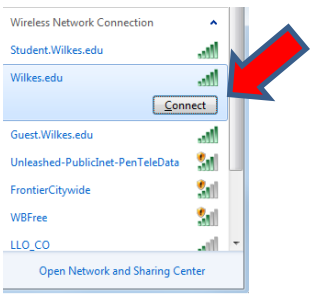
If your device is currently connected to the Guest.Wilkes.edu, Wilkes.edu, or Student.Wilkes.edu network, you may first need to forget the connection (steps provided in the Troubleshooting section).

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.

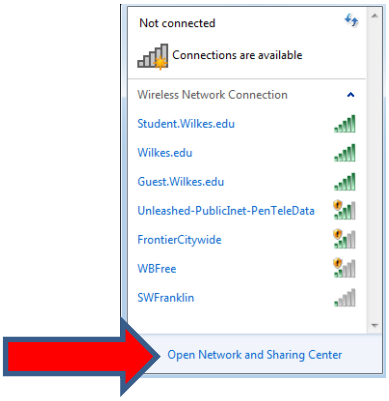
4. Your device should now connect to the Wilkes.edu wireless network.

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.**



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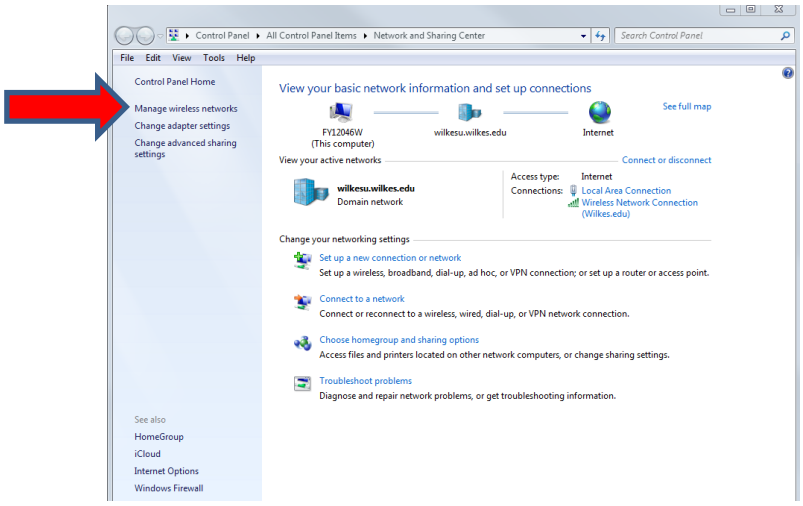
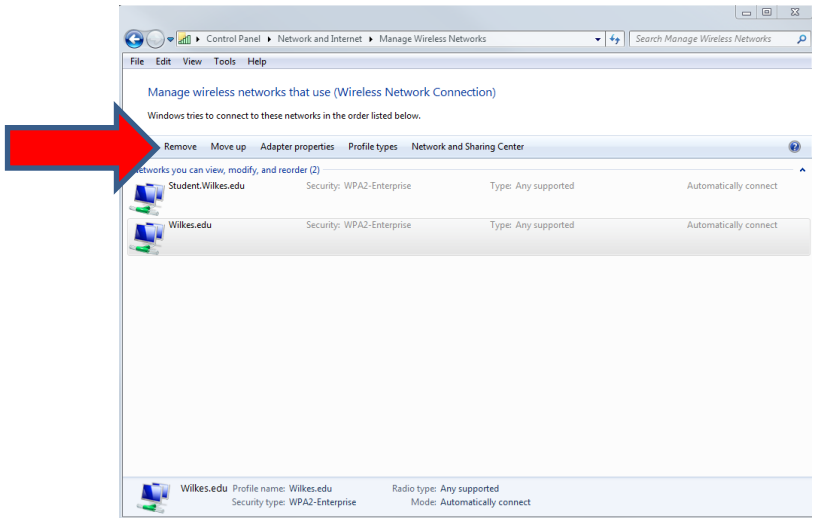
2. A new window will appear. On the left hand side of the window, choose **Manage Wireless Networks.**



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



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.