	Revision:	1.0		
	Effective Date:	7/13/15	Revision Date:	7/13/15
	Last Revised by:	Help Desk	Document Owner:	Help Desk
FAQ – How do I connect to Wilkes.edu using Windows 8?				

Purpose

This guide details the steps to connect to the Wilkes.edu wireless network using Windows 8.
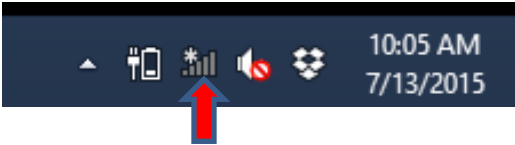
Requirements

1. Windows 8
2. Active Wilkes account

Notes

1. If your device is currently connected one of the Wilkes wireless networks, you may first need to forget the connection (steps provided in the Troubleshooting section).
2. When you change your Wilkes account password, you will need to update your device with the new password to avoid locking out your account.
3. If you are connecting from a Wilkes computer logged in with your Wilkes credentials you may not be prompted to enter a user name and password.
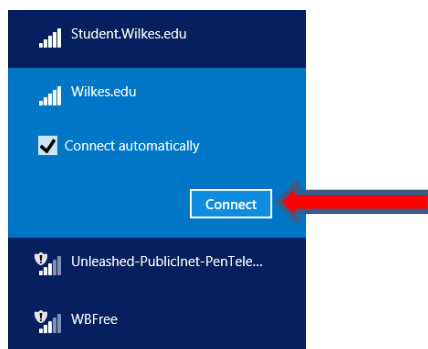
Process

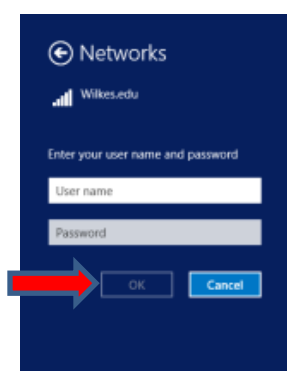1. Click on the **Wi-Fi** icon in the system tray (bottom right corner of the Desktop).

2. Select **Wilkes.edu** and click **Connect**. Leave the box for **Connect automatically** checked.
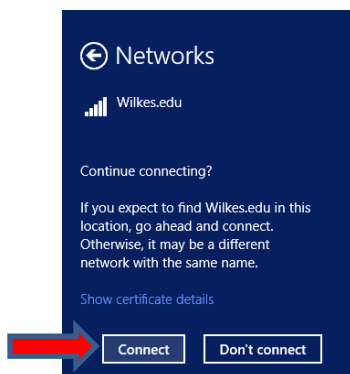
3. If prompted, enter your Wilkes credentials (same as your MyWilkes Portal logon) and click **OK**.

4. You will be prompted to continue connecting, click **Connect**.
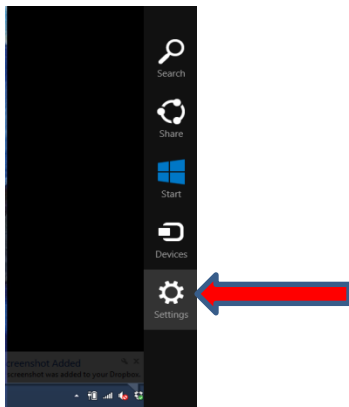

5. You are now connected to the Wilkes.edu wireless network.

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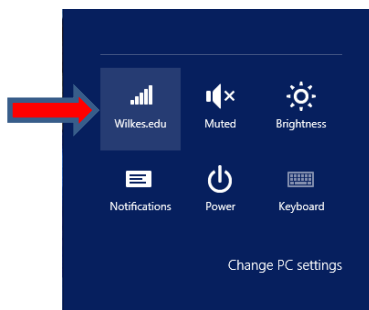| **Troubleshooting** |
|---|

If your device fails to connect, you may first need to forget existing connections to Wilkes.edu, Student.Wilkes.edu and Guest.Wilkes.edu.

1. Move the pointer over the top or bottom right corner of the screen and click on **Settings**.
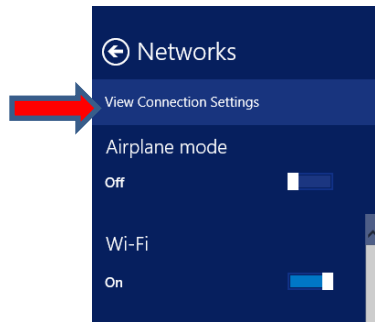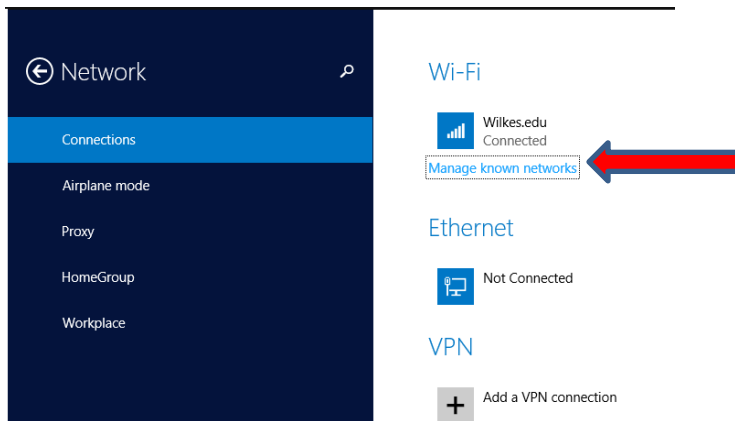

2. Click on the **Wireless** icon.

3. Click on **View Connection Settings**.

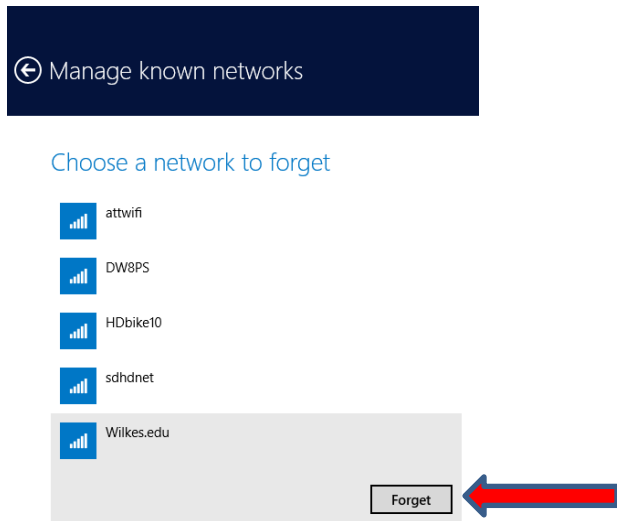|	Revision:	1.0		
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4. Click on **Manage known networks**.

5. Select Wilkes.edu (and Guest.Wilkes.edu and Student.Wilkes.edu if showing) and click on **Forget.**

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6. Press the **Windows** key on the keyboard to get back to the Desktop.

7. Attempt to connect to the Wilkes.edu wireless again.