

FAQ – HOW DO I CONNECT TO GUEST.WILKES.EDU

Purpose

- This guide details the steps to connect to the Guest.Wilkes.edu wireless network

Requirements

- Active Wilkes Account
- A device with wireless capabilities

Notes

- If your device is currently connected to Guest.Wilkes.edu, Wilkes.edu, or Student.Wilkes.edu network, you may first need to forget the connection
- The password for Guest.Wilkes.edu changes each semester and is posted in the Guest Network Password section on the home screen of the Wilkes Portal
- Gaming systems should use Guest.Wilkes.edu for internet access

Process

CONNECTING FROM A MICROSOFT WINDOWS DEVICE

1. Click on the Wireless icon in the system tray
2. Locate **Guest.Wilkes.edu**. Click on it, and then choose **Connect**
3. When prompted, enter the wireless password and click **OK**. You can locate the password on the Guest Network Password section of the Wilkes Portal
4. The device will connect to the Guest.Wilkes.edu network. If the connection is not successful, see the troubleshooting section at the bottom of this document

CONNECTING FROM AN APPLE COMPUTER

1. On the menu bar, locate the Wi-Fi icon
2. Click on the Wi-Fi icon and choose **Guest.Wilkes.edu** from the network list
3. Enter the wireless password. You can locate the password on the **Guest Network Password** section of the Wilkes Portal
4. Click **Join** and the computer will connect to the Guest.Wilkes.edu network. If the connection is not successful, see the troubleshooting section at the bottom of this document

CONNECTING FROM AN IPHONE/IPAD

1. Open the **Settings** icon from your Home screen
2. On the left hand side, choose **Wi-Fi**
3. On the right hand side, locate and choose **Guest.Wilkes.edu**
4. Enter the wireless password in the Password field. You can locate the password on the **Guest Network Password** section of the Wilkes Portal

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5. Choose **Join** in the upper right of the screen
6. The device will connect to the Guest.Wilkes.edu network. If the connection is not successful, see the troubleshooting section at the bottom of this document

CONNECTING FROM AN ANDROID PHONE/TABLET

1. Open **Settings** from the **Applications** menu
2. Tap on the **Wi-Fi** option
3. Choose **Guest.Wilkes.edu** from the list
4. In the password field, enter the wireless password. You can locate the password on the Guest Network Password section of the Wilkes Portal
5. Choose **Connect**
6. The device will connect to the Guest.Wilkes.edu network. If the connection is not successful, see the troubleshooting section at the bottom of this document

Troubleshooting

- If your device refuses to connect, you might first need to forget any existing connections to Guest.Wilkes.edu, Wilkes.edu or Student.Wilkes.edu. See the appropriate section below for help with forgetting your current connections.

WINDOWS COMPUTER

1. Open to the Windows Desktop
2. Click on the wireless icon in the system tray
3. Right click on **Guest.Wilkes.edu** and select **Forget this network**
4. Do the same for Wilkes.edu and Student.Wilkes.edu if they are present in the list

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5. Once complete, attempt to connect to Guest.Wilkes.edu

APPLE COMPUTER

1. Click on the Wi-Fi icon along the top menu bar and select Open **Network Preferences** at the bottom of the drop down menu
2. On the left, click on **Wi-Fi**, and then select **Advanced...** in the lower right
3. Find the **Guest.Wilkes.edu** network, and click the **minus (-) sign** below the list of networks
4. Do the same for Wilkes.edu and Student.Wilkes.edu if they are present in the list
5. Click **OK** then click **Apply**
6. Turn Wi-Fi off and back on
7. Once complete, attempt to connect to Guest.Wilkes.edu

IPHONE/IPAD

1. Open the **Settings** icon from your Home screen
2. On the left hand side, choose **Wi-Fi**
3. Locate the **Guest.Wilkes.edu** network, and tap on the symbol that looks like an “i”
4. Choose **Forget Network** on the next screen
5. Do the same for Wilkes.edu and Student.Wilkes.edu if they are present in the list
6. Turn Wi-Fi off and back on
7. Once complete, attempt to connect to Guest.Wilkes.edu

ANDROID

1. Open **Settings** from the Applications menu
2. Open the **Wi-Fi** settings menu

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3. **Long press** on the **Guest.Wilkes.edu** network and choose **Forget Network**
4. Do the same for Wilkes.edu and Student.Wilkes.edu if they are present in the list
5. Turn Wi-Fi off and back on
6. Once complete, attempt to connect to Guest.Wilkes.edu