

FAQ – WINDOWS - HOW DO I CONNECT TO WILKES.EDU WIRELESS?

Purpose

- This guide details the steps for connecting to the Wilkes.edu wireless using Windows

Requirements

- Active Wilkes Account
- Computer with Windows 10

Notes

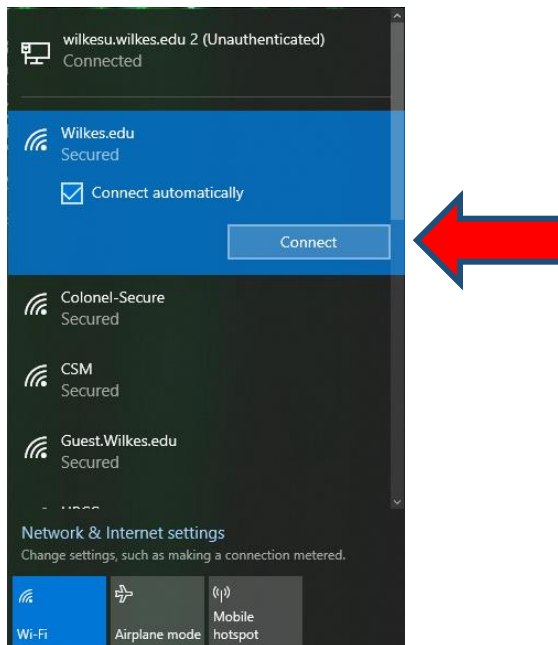
- If you have changed your password since the last time you connected to the Wilkes.edu wireless, then you may need to remove the old profile first. Steps are provided in the Troubleshooting section of this guide

Process

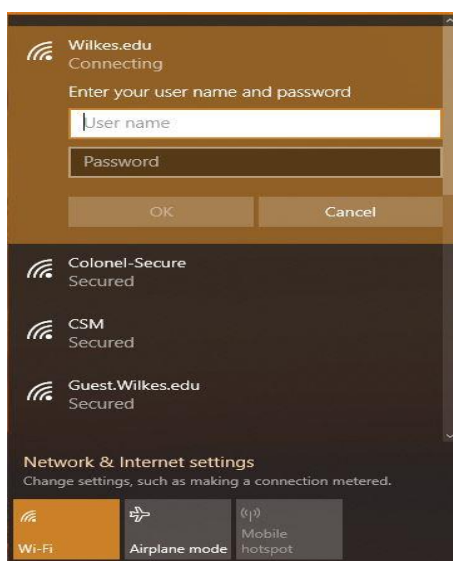
1. Locate and click on the Wireless icon in the bottom right of the screen



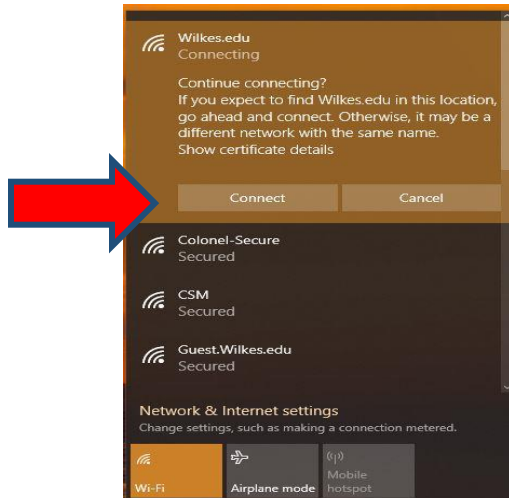
2. Select Wilkes.edu and click **Connect**



3. Sign in using your Wilkes username and password



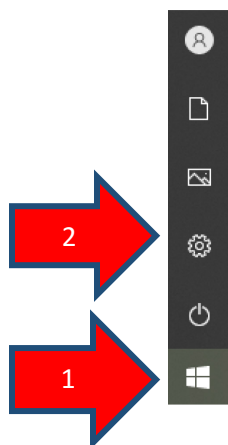
4. Click **Connect** when prompted



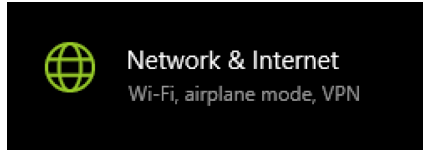
Troubleshooting

If you need to remove the old profile due to a password change, please follow these steps:

1. Click on **Start** then click on the **Settings** icon



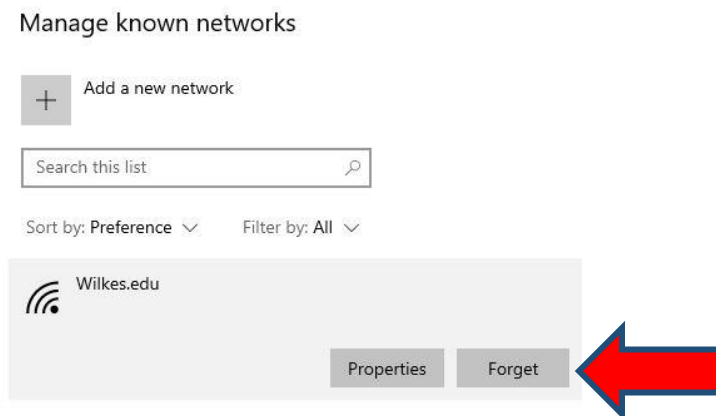
2. Click on **Network & Internet**



3. Click on **Wi-Fi** from the list on the left and then click on **Manage known networks**



4. Click on the Wi-Fi profile you are trying to remove then click on **Forget**



5. Exit out of the Manage known networks window and then repeat steps in the Process section