

Six Steps of Troubleshooting Wi-Fi

1) Can you login to the portal?

Ensure that the account you're trying to use for Wi-Fi can successfully login to the Insite Portal. It is the same username and password.

2) Make sure you close your browser, clear the cache and use Safari on apple devices.

Browsers cache login tokens and session connection details. Sometimes these are not correctly passed to other connections. Please clear your cache and close your browsers before trying to connect again. Also Safari is best on Apple devices while Chrome is best on Android devices.

3) Is your device up to date?

If your operating system or drivers are not up to date the installer will give an error on the Configure step.

The following wireless card device driver we found is outdated:
- DW1520 Wireless-N Half-Mini Card

Please be advised, outdated drivers have sometimes been known to cause connectivity issues. Please consider updating your drivers.

Please update the system patches and necessary drivers. We have had examples where Dell did not have the latest drivers for a network adapter and the driver had to be downloaded directly from Intel. If you update your system and it still says the drivers are out of date go directly to the manufacturer for drivers.

4) Did you forget all the SSIDs?

Sometimes you need to forget all the SSID's you've tried to connect to locally and try the connection fresh. Scroll down to Section 4 for directions on how to forget wireless networks in most operating systems.

5) Did you reboot the device?

If you've updated your system/drivers and forgotten the SSID's, it's important to reboot the device, even phones. This clears out cached files and gives you a fresh starting place.

6) Did you clean the Certificates/Profiles off the device, including the ones in Key Chain Access?

If you've made multiple attempts to connect you probably have multiple certificates/profiles downloaded now and it would be good to clean those out and redo steps 4 and 5. Scroll down to Section 6 for steps to clean up your certificates/profiles.

*If you've tried these steps and are still unsuccessful we're here to help.

Please call the help desk at (925)229-6888 when you have time to troubleshoot. We will walk you thru the 6 steps listed above and if still unsuccessful we'll gather necessary info to forward to the vendor's tech support. We will ask for contact info and an available time to troubleshoot with you and the vendor so we can successfully get you connected.

Section 4

Forget Wireless Network in Android

1. Select **Wi-Fi settings** in the setting menu.
2. Select **College-Onboard, College-Guest, College-Personal and any other district SSID's**
3. Choose the **Forget** option



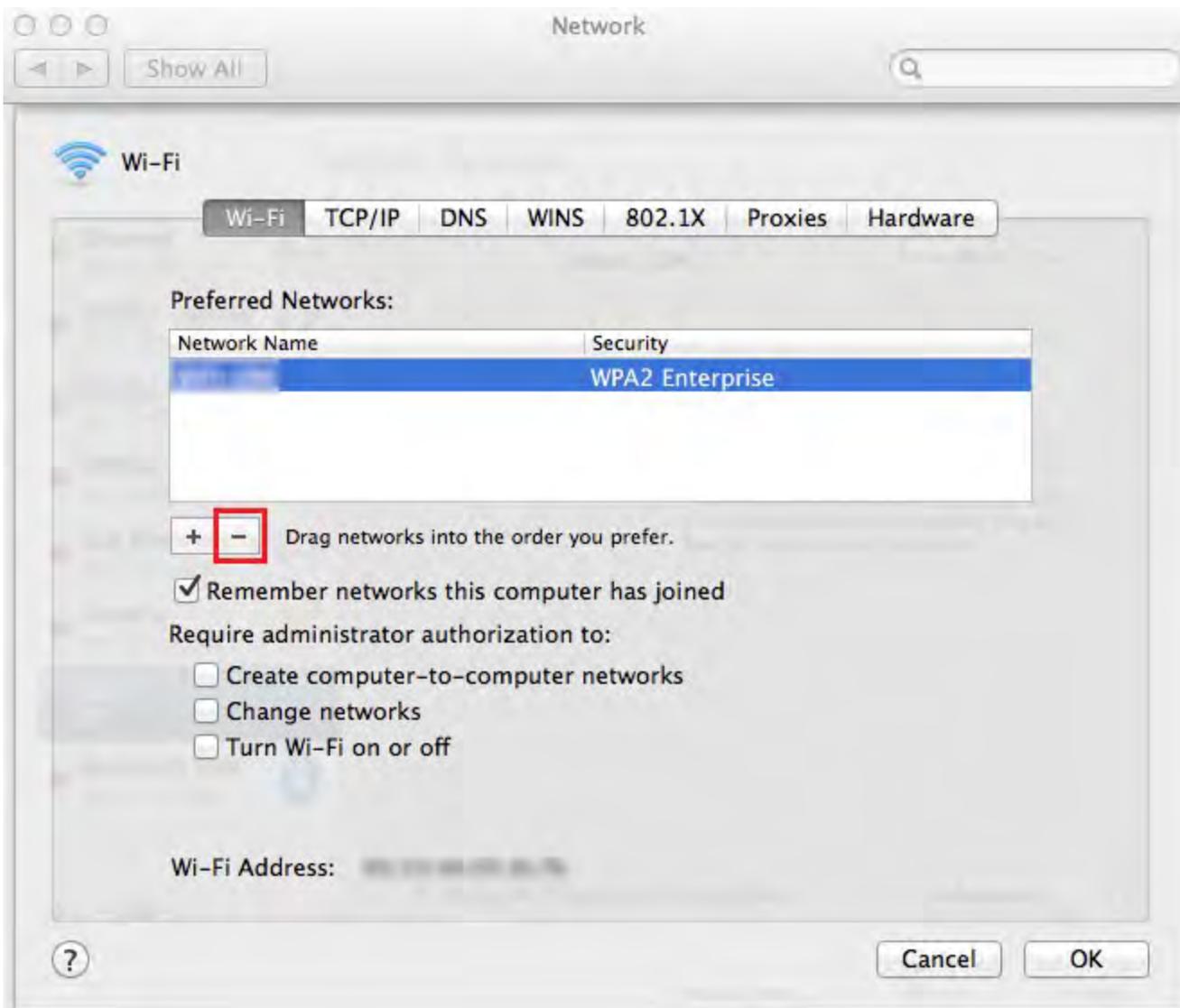
Forget Wireless Network in OS X

Forgetting wireless networks allow your computer to reset some settings, such as usernames, passwords, or configurations that may allow you to reconnect again. Follow the instructions below to learn how to forget a wireless network in OS X.

1. Select the Wi-Fi symbol along the top menu bar and click on **Open Network Preferences** at the bottom of the drop down menu.
2. Click on Wi-Fi in the menu on the left and click **Advanced** located at the bottom right of the pop-up window.
3. Select the Wi-Fi network you want to delete, and click the minus sign as indicated in the image below. Click **OK**.

You can also reconfigure which networks are connected to first by clicking and dragging the Wi-Fi network to the top of this list.

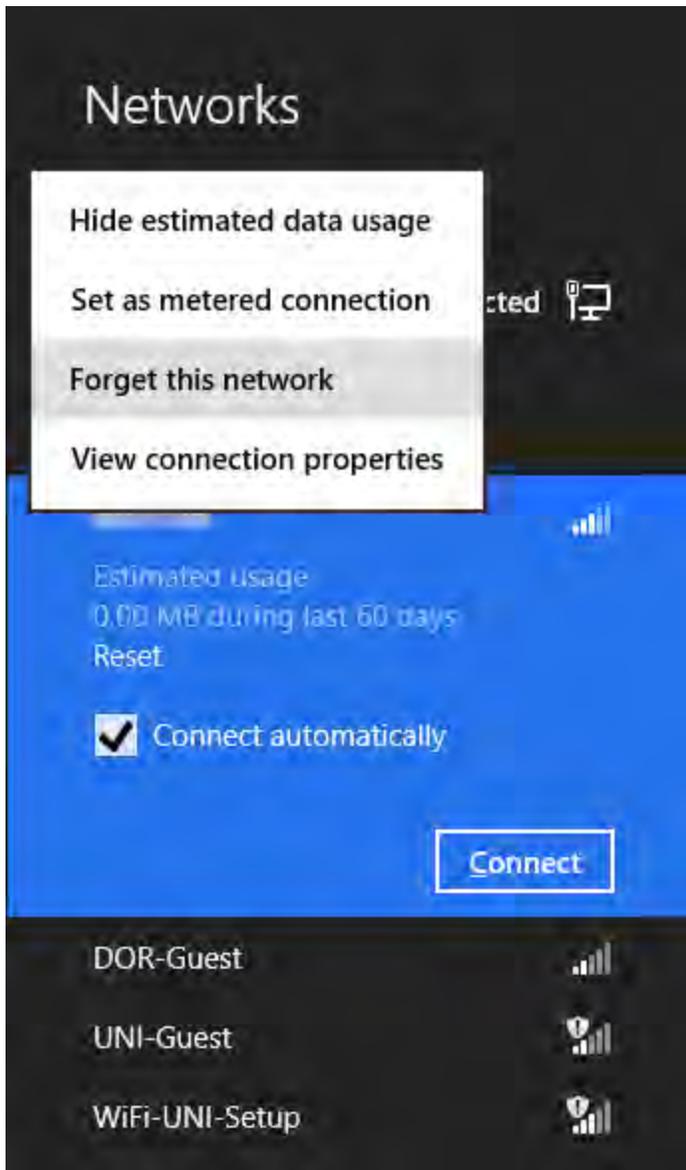
We suggest deleting **College-Onboard**, **College-Guest**, **College-Personal** and any other district SSID's or moving **College-Personal** to the top as your preferred wireless network for easy access to the internet.



Forget Wireless Network in Windows

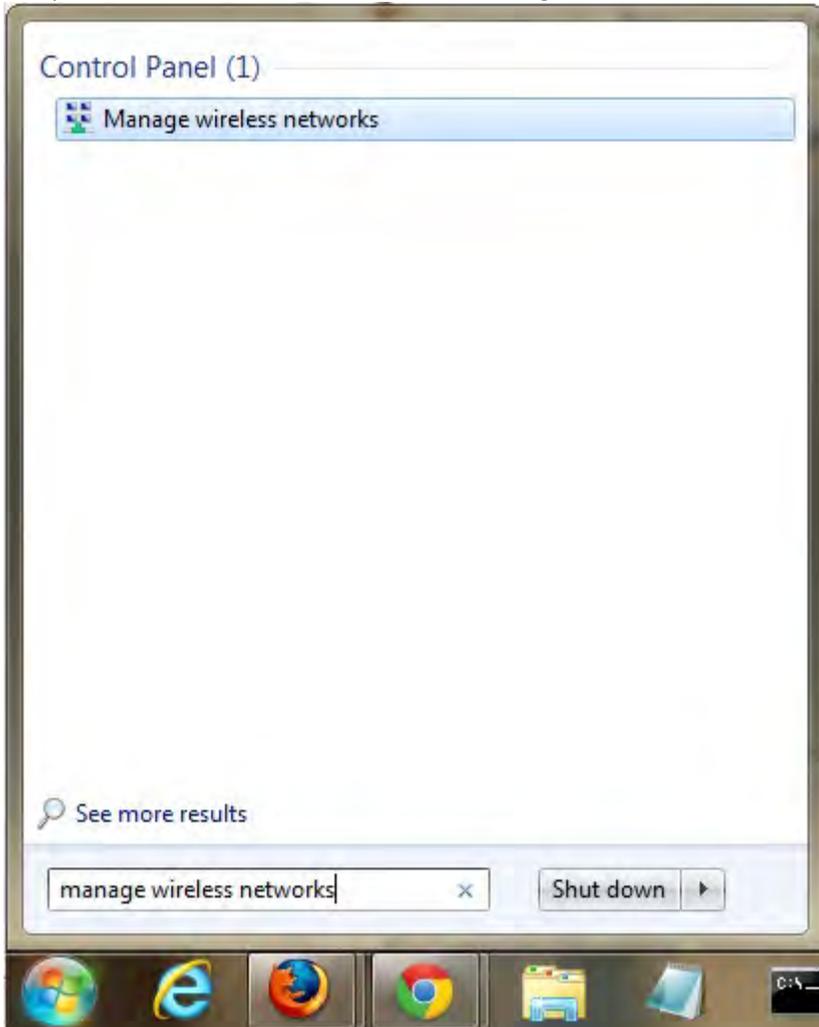
Windows 10 & 8:

1. Open the **wireless menu** by selecting the logo in the **right hand corner**.
2. Select the network and **right click** to bring up more options. Select **Forget this network**.



Windows 7 & Vista:

1. Open the **Start Menu** and search for **manage wireless networks**.



2. Find **College-Onboard**, **College-Guest**, **College-Personal** and any other district SSID's in the wireless network manager.

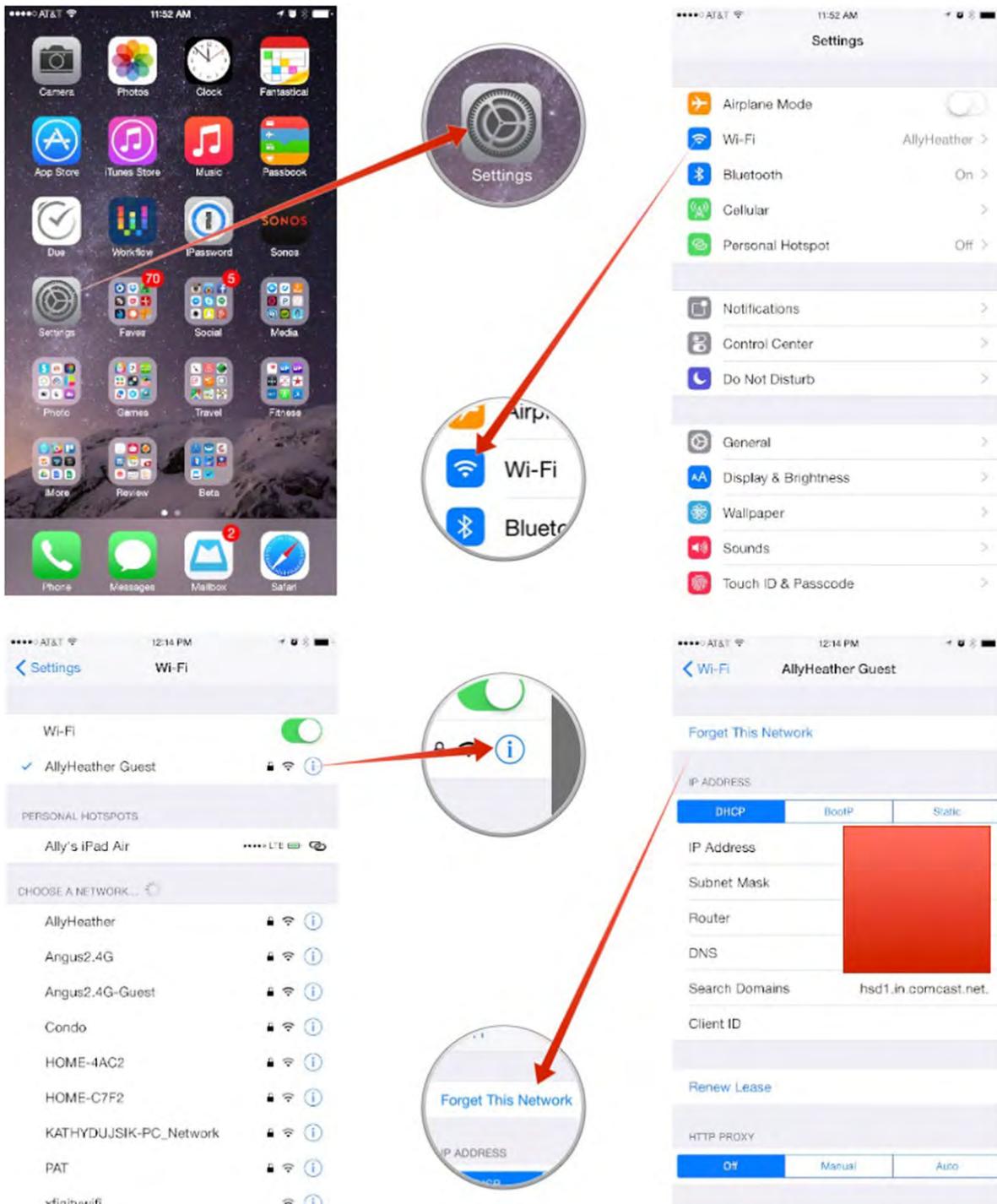


3. **Right-click** and select **Delete**

How to get your iPhone or iPad to forget a Wi-Fi network

Remember that you'll only be able to forget a network on an iOS device that you're currently using. If you're using [iCloud Keychain](#), it'll also remove that network from any other iPhones, iPads, and Macs associated with your iCloud ID.

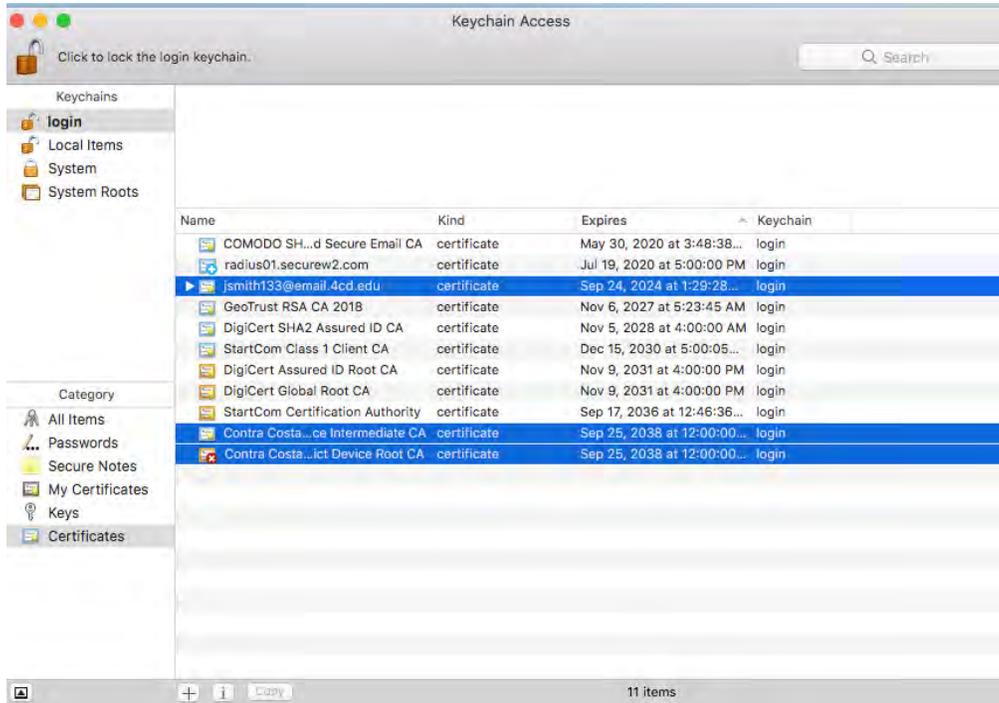
1. Launch the **Settings** app on your iPhone or iPad.
2. Tap on **Wi-Fi**.
3. Tap on the **info** button next to the network name.
4. Tap on **Forget This Network**.





Section 6

There are 3 certificates installed with this deployment and a private key, delete them all and the downloads too. Scroll down to see directions for each OS.



How to Remove a Root Certificate from Windows 10/8

Removing a Root Certificate from the Windows trust store is fairly straightforward, but before we go any further I want to add a quick disclaimer. Be careful. Messing with your root certificates can cause serious issues. We recommend that you back up your computer before proceeding with any of the following steps. We will not be held liable for any issues that arise from following these instructions.

Ok, now that we're done with that, let's get started.

1. Press the Windows or Start button, then type "MMC" into the run box. This will launch Microsoft Management Console.
2. Select File, then Add/Remove Snap-In
3. Select "Certificates" from the field on the left, then click Add.
4. On the next window, choose "Computer Account," then select "Local Computer," click OK.
5. In MMC, select the arrow beside "Certificates (Local Computer)," this will reveal the certificate stores.
6. Select the arrow beside the Root Certificate you would like to remove/disable, then click the "Certificates" folder.
7. Find the certificate you're trying to delete in the list, right-click it and choose "Properties."
8. Select "Disable all purposes for this certificate," click Apply.
9. Now, just restart your machine.

Windows 7 OS.

1. Press the Windows or Start button, then type "MMC" into the run box. This will launch Microsoft Management Console
2. Select File, then Add/Remove Snap-In
3. The most informative cyber3. Click the Certificates heading in the console tree that contains the root certificate to you want to delete. Select the certificate that you want to delete. In the Action menu, click Delete.
4. Click Yes.

How to Remove a Root Certificate on Apple

When deleting a root certificate on an Apple machine, much like with Windows, you will need to have administrator access in order to access your trust store. Once again, you can mess up your machine this way if you're not careful—so be careful.

1. With the Finder selected, click Go and select Utilities (alternatively, press Shift + Command + U)
2. Double-click on KeyChain Access, select System Roots.
3. Find the root certificate you want to delete and double-click on it.
4. In the window that pops up, under "Trust," select "When using this certificate" and choose "never trust."

How to Remove a Root Certificate on Mozilla

Unlike Google Chrome, Mozilla's Firefox browser uses its own proprietary trust store that is maintained by individuals at the Mozilla organization. In order to remove a root, you'll have to access the trust store through your browser.

1. Click on the Firefox menu and then select Options.
2. Select Advanced and then click on the "Certificates" tag.

3. Click View Certificates.
4. Select the "Authorities" tab, find the Root Certificate you would like to delete, then click the "Delete or Distrust" button.

How to Remove a Root Certificate from an iPhone or iPad

Mobile devices have overtaken desktop computers as the primary way that most people surf the internet. This means that your phone now has the task of chaining certificates and verifying trust. As such, you may be forced to occasionally manage Root Certificates on your mobile device. Here's how to do it on an iPhone (iPads, too).

1. Open your Settings on the Home screen, select General.
2. Select Profile (if you don't see any profiles, there's nothing to delete).
3. Choose the Profile you want to delete.
4. Select Delete Profile.
5. Enter your pass code (if prompted).
6. Select **Delete** one more time to confirm.

How to Remove a Root Certificate from an Android Device

Finally, Android. Android phones have their very own trust store, which needs to be managed just like any other. Here's how to do it.

1. Open your Settings, select Security.
2. Choose Trusted Credentials.
3. Select the certificate you'd like to remove.
4. Press Disable.