Troubleshooting Guide for KSU Wifi on Windows 10

1. Click on the Start Menu then go to Settings (see Figure 1).

![Figure 1 - Click on Settings](image)

2. Click on Network & Internet (see Figure 2).

![Figure 2 - Network & Internet](image)

3. Click on Network and Sharing Center (see Figure 3).

![Figure 3 - Network and Sharing Center](image)
4. The *Network and Sharing Center* windows appears. Click on the **Set up a new connection or network** link (see Figure 4).

![Figure 4 - Set up a new connection or network](image)

5. The **Setup a Connection or Network** window appears. Click on **Manually connect to a wireless network** (see Figure 5).

![Figure 5 - Manually connect to a wireless network](image)
6. Click on **Next**.

7. The *Manually connect to a wireless network window* appears. Enter the following information and click **Next** (see Figure 6).
   a. **Network Name:** KSU
   b. **Security Type:** WPA2-Enterprise
   c. **Encryption Type:** AES
   d. **Security Key:** Leave blank

![Figure 6 - Connection Information](image)

8. The *Successfully added KSU* message appears. Click on **Change connection settings** (see Figure 7).

![Figure 7 - Change connection settings](image)

9. The *KSU Wireless Network Properties* window appears. Click on the **Security Tab** (see Figure 8).

![Figure 8 - Security tab](image)
10. Click on the **Settings** button (see Figure 9).

![Figure 9 - Settings](image)

11. The **Protected EAP Properties** window appears. Uncheck both **Verify the server’s identity by validating the certificate** (a) and **Enable Fast Reconnect** (b) (see Figure 10).

![Figure 10 - Protected EAP Properties Window](image)

12. Click on the **Configure** button under **Select Authentication Method** (see Figure 11).

![Figure 11 - Configure](image)
13. The EAP MSCHAPv2 Properties window appears. Verify that **Automatically use my Windows logon name and password (and domain if any)** is unchecked (see Figure 12).

![Figure 12 - Automatically use my Windows logon name](image)

14. Click on **OK** (see Figure 13).

![Figure 13 - Click OK](image)

15. Click **OK** to close the Protected EAP Properties windows (see Figure 14).

![Figure 14 - Click OK](image)

16. Click **Advanced settings** on the KSU Wireless Network Properties Window (see Figure 15).

![Figure 15 - Advanced settings](image)
17. The Advanced settings window appears. Check **Specify authentication mode** (see Figure 16).

![Figure 16 - Specify authentication mode](image)

18. Select **User authentication** from the drop-down list under Specify authentication mode (see Figure 17).

![Figure 17 - Save credentials](image)

19. Click on **Save credentials** (see Figure 18).

![Figure 18 - Save Credentials](image)
20. The *Windows Security* window appears. Enter your NetID and NetID password and Click **OK** (see Figure 19).

![Figure 19 - Click OK](image)

21. Click **OK** to close the *Advanced settings* and the *KSU Wireless Network Properties* windows.

22. Click **Close** when the *Manually connect to a wireless network* window appears (see Figure 20).

![Figure 20 - Close](image)

23. Close the *Network and Sharing Center Window* (see Figure 21).

![Figure 21 - Close the Window](image)
24. Click on the **Wifi icon** on the **taskbar** (see Figure 22).

25. Click on **KSU Wifi** (see Figure 23).

26. Check **Connect automatically** (see Figure 24).

27. Click **Connect** (see Figure 25).

28. You are now connected to KSU Wifi.