Troubleshooting Guide for KSU Wifi on Windows 10

The following guide walks you through troubleshooting your connection to the KSU WiFi on Windows 10:

1. Click the Start Menu then go to Settings.

![Figure 1 - Click Settings](image)

2. Click Network & Internet.

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

3. Click Network and Sharing Center.

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

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

5. The *Setup a Connection or Network window* appears. Click **Manually connect to a wireless network**.

![Figure 5 - Manually connect to a wireless network](image)
6. Click **Next**.
7. The *Manually connect to a wireless network window* appears. Enter the following information and click **Next**.
   a. Network Name: **KSU** (See Figure 6)
   b. Security Type: **WPA2-Enterprise** (See Figure 6)
   c. Encryption Type: **AES** (See Figure 6)
   d. Security Key: **Leave blank** (See Figure 6)

![Figure 6 - Connection Information](image)

8. The *Successfully added KSU* message appears. Click **Change connection settings**.

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

9. The *KSU Wireless Network Properties* window appears. Click the **Security** tab.

![Figure 8 - Security tab](image)

10. Click the **Settings** button.

![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).*

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

12. Click the **Configure** button under *Select Authentication Method.*

![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.

![Figure 12 - Automatically use my Windows logon name](image)
14. Click **OK**.

![Figure 13 - Click OK](image)

15. Click **OK** to close the Protected EAP Properties windows.

![Figure 14 - Click OK](image)


![Figure 15 - Advanced settings](image)

17. The Advanced settings window appears. Check **Specify authentication mode**.

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

18. Select **User authentication** from the drop-down list under Specify authentication mode.

![Figure 17 - Save credentials](image)
19. Click **Save credentials**.

![Figure 18 - Save Credentials](image)

20. The **Windows Security** window appears. Enter your **NetID** and **NetID password** and Click **OK**.

![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.

![Figure 20 - Close](image)

23. Close the **Network and Sharing Center Window**.

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

![Figure 22 - Wifi Icon](image)

25. Click **KSU Wifi**.

![Figure 23 - KSU Wifi](image)

26. Check **Connect automatically**.

![Figure 24 - Connect Automatically](image)

27. Click **Connect**.

![Figure 25 - Click Connect](image)

28. You are now connected to KSU Wifi.