Basic Connection Instructions for Union (with capital "U") Wireless Network

Most people will be able to connect to the new Union Wireless Network quickly and easily. When your computer or device finds Union (with a capital "U") on the network and presents it in your list of network choices, simply select it and log in, using your Union College username (the part before @union.edu in your email address) and password.

Under most circumstances, your computer or device will now remember the Union SSID choice and you shouldn't need to select it again. If, for some reason, more detailed configuration instructions are needed, read on.

Please note that we do not provide instructions in this guide for operating systems that are no longer supported by the manufacturer.

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Connecting with Windows 10 Instructions for Setup (first time only)

1. Open the Start menu and choose Settings.



2. In the Settings window, select the Network & Internet heading.

| 旦 | System Display, sound, notifications, power | | Devices Bluetooth, printers, mouse | | Phone Link your Android, iPhone | | Network & Internet Wi-Fi, airplane mode, VPN |
|---------------|--|---|---|---|---|----------|---|
| Ę | Personalization Background, lock screen, colors | E | Apps Uninstall, defaults, optional features | 8 | Accounts Your accounts, email, sync, work, family | ₽ | Time & Language Speech, region, date |
| ⊘ | Gaming Xbox Game Bar, captures, Game Mode | Ģ | Ease of Access Narrator, magnifier, high contrast | Q | Search Find my files, permissions | ß | Privacy Location, camera, microphone |
| \mathcal{C} | Update & Security Windows Update, recovery, backup | | | | | | |

3. On the left side of the Network & Internet panel, choose **Wi-Fi, Show Available Networks**, and then select **Union** (with capital "U")

| \leftarrow Settings | | - 🗅 🗙 |
|----------------------------------|--|---|
| 命 Home | Wi-Fi | |
| Find a setting | Wi-Fi On | frustee |
| 🖱 Status | SNOWMAN Connected, secured | Union |
| <i>i</i> ∕∕ ₩i-Fi | Hardware properties | Union-Robotics |
| 🕾 Dial-up | Manage known networks | DIRECT-07-HP M252 LaserJet |
| % VPN | Random hardware addresses | |
| Airplane mode Mobile botspot | Use random hardware addresses to make it harder for people to track your location when you connect to different Wi-Fi networks. This setting applies to new connections. | A XeraL2 |
| Proxy | Use random hardware addresses | Constructed Schenectady Public-WiFi |
| | | Hidden Network |
| | Hotspot 2.0 networks Hotspot 2.0 networks make it more secure to connect to public Wi-Fi hotspots. They might be available in public places like airports, hotels, and cafes. | // fi tip fi WirFi Airplane model hotspot |

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4. Check the **Connect automatically** box and Select the **Connect** button in the highlighted **Union** panel.



5. Enter your Union College Username & Password Click the OK button.



6. Select Connect in the Continue Connecting panel.



7. The Connected, secured message will indicate you are connected to the **Union** wireless network.



Connecting to Union (with capital "U") Wireless Network

1. Click on the **Wireless Internet icon** located in the Windows Taskbar in the lower right corner of your screen.



2. A list of available wireless networks will appear in the menu panel. Select the Union (with capital "U") wireless network and check connect automatically. Click **Connect.**



3. The Connected, secured message will indicate you are connected to the **Union** wireless network.



Connecting with Windows 7

Connecting to Union (with capital "U") Wireless Network

1. Click on the Internet Access **icon** in the Windows Taskbar. (It looks like a series of signal bars with a yellow spot on them.)



2. <u>Choose Union (with capital "U") wireless network from the list of available wireless networks.</u>



3. When prompted for authentication, **enter your Union College username and password,** and click **OK.**



Make Union the default Wireless Network

1. Click on the **Start** button and choose **Control Panel**.



2. In the Control Panel, find the section labeled Network and Internet and choose the option View Network Status and Tasks. On the left-hand side of the window, click on Manage wireless networks.



3. Click on the **Union** network to highlight it and then click **Move up** until it is at the top of the list. This will have your computer default to Union network before searching for any other networks.

Connecting with Mac OS X

Connecting to the Union (with a capital "U") wireless network

1. Make sure that the wireless card is turned on by clicking the Wi-Fi icon (or if an older Mac the AirPort icon) on the menu and selecting the Turn Wi-Fi On or Turn AirPort On option.



2. Now select the **Union** (with capital "U") wireless network from the list of available networks located in the Wi-Fi or AirPort menu and click 'Connect'.

| Wi-Fi | |
|-------------------------|----------------|
| NAdmin | ₿ 중 ⊙ |
| ✓ union | ₽ 중 |
| Other Networks | |
| ConferenceGuest | ê ç |
| eduroam | ê ç |
| MyResNet | ŝ |
| PresHouse | ê ? |
| Schenectady Public-WiFi | ÷ |
| SteinmetzNorth | ê ? |
| Trustee | ê |
| Union | Connect |
| Union-Robotics | ê ? |
| | Other |
| Ask to join networks | |

3. Enter your Union College username and password and click OK.

| - | union |
|-----|-----------------------------------|
| 17. | Union Secured |
| | Enter your user name and password |
| | User name |
| | Password |
| | OK Cancel |

Troubleshooting

If you see a certificate warning...

1. When you connect to the wireless network Union (with capital "U") you may see a certificate warning. If so, click on **Show Certificate**.



2. You may now be prompted to enter your Mac **computer username and password** (*NOT* your Union College username and Password) to allow this trust to be saved. If so, enter your Mac username and password and click **OK**.

| | eaptIstrust requires that you type your password. |
|-----------|---|
| | Name: your Mac user name |
| | Password: ••••• |
| ▶ Details | |
| ? | Cancel OK |

Make Union the default wireless network:

- 1. If you had previously used "union" with a lowercase "u", your computer may try to connect to that network first. In order to be sure your computer connects first to the Union (with capital "U") wireless network, follow these steps:
- 2. Open the System Preferences by going to the Apple menu and choosing it:



3. Click on the Network icon in System Preferences.



4. Click on **Wi-Fi** (or **AirPort** if an older version) in the left column, and then on the **Advanced** button near the bottom right corner of the window.



5. Drag and drop the names of wireless networks so that **Union** (with capital "U") wireless network is higher in the list than your other wireless networks. Then click once on union (with the lowercase "u") and click the "–" button to remove it from the list.

| Preferred Networks: | | | AirPort | AppleTally 202 1V Denvice Debaget |
|---|---|-----------|---|--|
| Network Name | Security | Auto-Join | Preferred Networks: | Appletaix 802.1X Proxies Ethernet |
| Union union Union-Robotics Trustee Magachat | WPA2/WPA3 Personal WPA2/WPA3 Personal WPA2/WPA3 Personal None WPA/WPA2 Personal | | Network Name Union Ormon-Robotics Trustee | Security WPA2 / Enterprise WPA2 / Enterprise WPA2 / Enterprise None |
| + Drag networks into t Image: Constraint of the second | he order you prefer. is computer has joined and options orization to: | | Crag networ Crag netw | ks into the order you prefer to join. work this computer has joined reless networks when logging out or password to control AirPort |
| Change networks Turn Wi-Fi on or off Wi-Fi MAC Address: 3c:22 | 2:fb:ca:e6:01 | | AirPort ID: 00:1b:63:c | :b:e0:04 |

What next?

You should now be fully connected to the campus network using the Union (with capital "U") wireless network and able to browse to websites on campus.

Connecting iPhone, iPod touch or iPad Connecting to the Union (with a capital "U") wireless network

The settings outlined on this page may vary slightly across devices and versions, but these instructions should be generally applicable to all situations.



2. Ensure Wi-Fi is ON and select Union (with capital "U") wireless network



1. Enter your Union College **username and password** and click **Join**.



2. You may be prompted to trust a security certificate. If so, tap Trust.



Troubleshooting

Make Union the default wireless network.

If you had previously used the union with a lowercase "u" wireless network, your iPhone will likely get stuck after accepting the certificate, staying in the "Joining..." phase indefinitely.

Press the Home button to escape this screen.

In order to be sure your computer connects by default to the Union (with capital "U") wireless network, follow these steps:

1. Open Settings.



3. Tap the blue "i" button next to the name of the network you were previously using (union with a lowercase "u")

| with a lowe | icase u j | |
|---------------------------|--------------|---------------------------|
| 📶 Verizon 🗢 | 11:26 AM | 1 55% 🔳 |
| Settings | Wi-Fi | |
| | | |
| Wi-Fi | | |
| Union | | ₽ 奈 (i) |
| CHOOSE & NETWO | ORK SIL | |
| CHOOSE A NETWO | Ortrain Suc | _ |
| union | | ∻ (j) |
| BU Guest (| unencrypted) | ? (i) |
| eduroam | | ₽ হ (j) |
| ICC50W89 | 41 | a ≈ (i) |

4. Tap the Forget this Network button.

| Venzon Lie | 11.40 AM | ۲/50% ■ |
|----------------|----------|----------------|
| 〈 Wi-Fi | union | |
| Forget This | Network | |
| Auto-Join | | |
| IPV4 ADDRESS | | |
| Configure IP | , | Automatic > |

5. Tap **Forget** Network again.



6. **Restart your iPhone**: Power off your iPhone by holding the sleep button for several seconds. A slider will appear on screen allowing you to power off the device. Once the iPhone has shut down, start it again by pressing the sleep button.

You should now be able to connect to the Union with a capital "U" wireless network as described above.

Connected, but still can't access the Internet, web pages or email?

If you've connected successfully to Union (with capital "U") wireless network but still can't access the Internet, you may need to **follow the instructions below to restart** the Wi-Fi service on your iPhone before you can access the Internet.

Open Settings.

- 1. Select Wi-Fi. \$ 54% ■ 11:27 AM I Verizon LTE Settings Airplane Mode Wi-Fi Not Connected Bluetooth On > * Cellular Personal Hotspot Off > VPN Not Connected > Notifications Sounds & Haptics Do Not Disturb Screen Time T
- 2. At the top of the Wi-Fi Networks screen, slide the Wi-Fi switch to the OFF position. Pause for a few seconds, and then slide it back to the ON position.

| Settings | Wi-Fi | |
|----------|-------|-----|
| | | |
| Wi-Fi | | ▶ ● |

You should now be able to access the Internet.

What next?

You should now be fully connected to the campus network using the Union (with capital "U") wireless network and be able to browse to websites on campus.

Connecting with Android v10 and above

Configuration settings for Union (with capital "U") wireless network

- 1. From the home screen, swipe down from the top of the screen
- 2. Press and hold the Wi-Fi icon until network list opens
- 3. Connect to Union (with the capital U) SSID



Note: Your device may not require all of the settings included below.

- 4. EAP method: PEAP
- 5. Identity: Enter your Union College Username
- 6. Anonymous Identity: <leave blank>
- 7. Password: Enter Your Union College Password
- 8. CA certificate: Click on Select certificate
- 9. CA certificate: Use System Certificate

| < Union | |
|--|---|
| EAP method PEAP | |
| Identity Apogees | |
| Password | Ø |
| CA certificate Select certificate | |
| CA certificate must be selected. Auto reconnect | |
| ✓ View more | |
| | |



- 10. Auto reconnect: **On**
- 11. Online Certificate Status: Do not validate
- 12. Phase 2 authentication: MSCHAPV2
- 13. Domain: aaa01-union.apogee.us
- 14. Click Connect

| < Union | |
|---|---|
| EAP method PEAP | |
| Identity Apogees | |
| Password | |
| ······ | Ø |
| CA certificate Use system certificates | |
| Online certificate status Don't validate | |
| Domain aaa01-union.apogee.us | |
| Auto reconnect | |
| ✓ View more | |
| Connect | |

Troubleshooting

Check & update your Android version settings

You can find your device's Android version number, security update level, and Google Play system level in your Settings app. You'll get notifications when updates are available for you. You can also check for updates.

See which Android version you have

- 1. Open your phone's Settings app.
- 2. Near the bottom, tap **About phone** > **Android version**.
- 3. Find your "Android version," "Android security update," and "Build number."

Get the latest Android updates available for you

When you get a notification, open it and tap the update action.

If you cleared your notification or your device has been offline:

- 1. Open your phone's Settings app.
- 2. Near the bottom, tap **System System update**.
- 3. You'll see your update status. Follow any steps on the screen.

Get security updates & Google Play system updates

Most system updates and security patches happen automatically. To check if an update is available:

- 1. Open your device's Settings app.
- 2. Tap Security.
- 3. Check for an update:
 - To check if a security update is available, tap Google Security checkup.
 - To check if a Google Play system update is available, tap Google Play system update.
- 4. Follow any steps on the screen.

Use Automatic IP for your Union College network connections

When you use Union (with capital "U") wireless network wireless, your device should be set to use an automatic (dynamic) IP address — never use a static IP. This setting is usually already chosen on your Android device, but should you ever want to check it, here is the sequence of commands to use. To make sure you are using Auto IP, go to:

- Settings,
- Wireless & Networks,
- Wi-Fi Settings
- Click the 'Settings' button
- Choose Advanced Settings
- And enable Auto IP