

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.

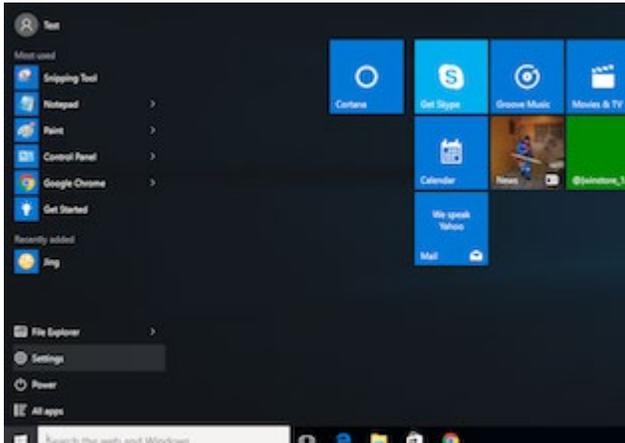
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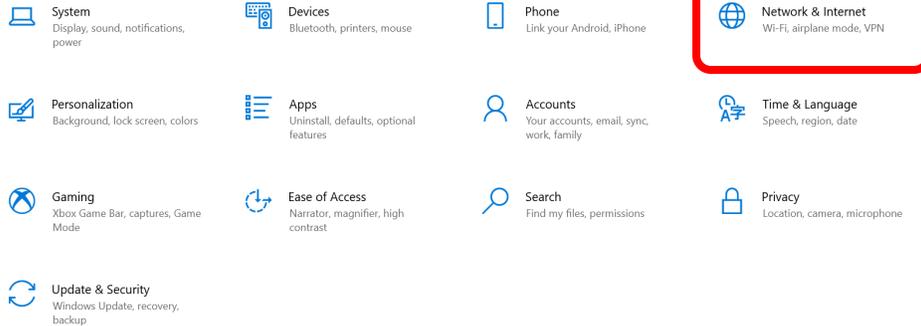
Connecting with Windows 10

Instructions for Setup (first time only)

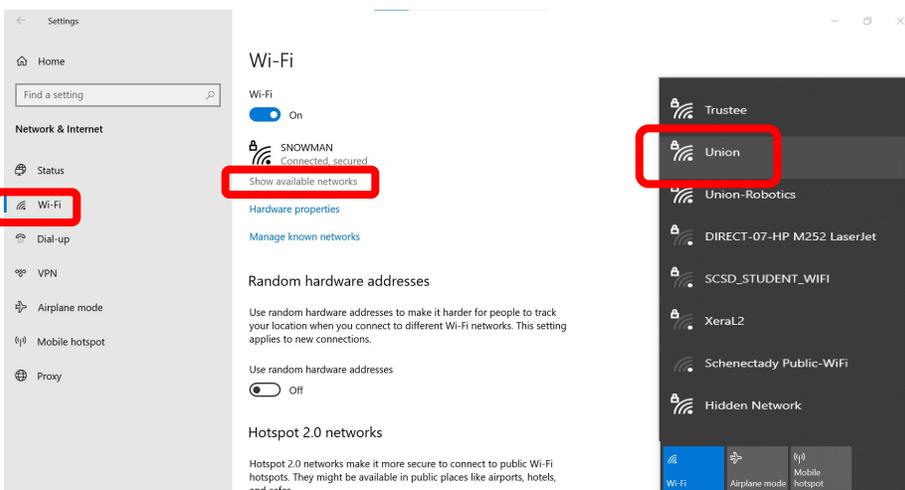
1. Open the **Start** menu and choose **Settings**.



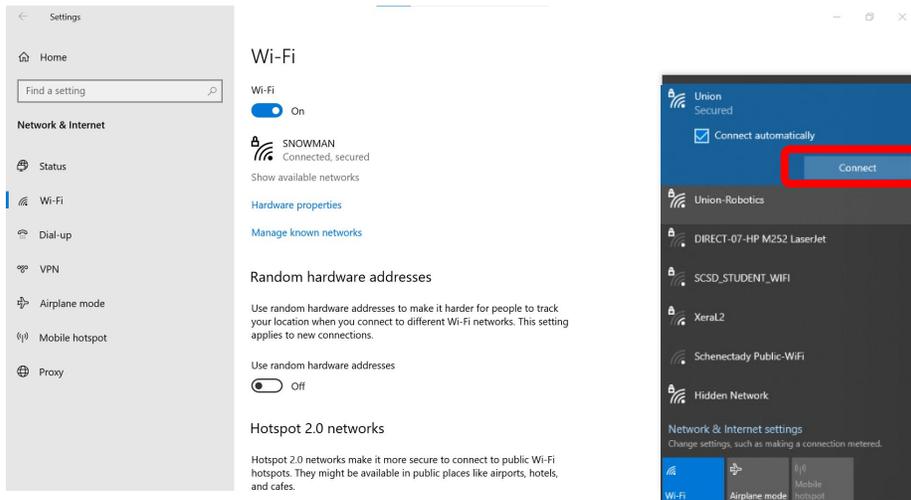
2. In the Settings window, select the **Network & Internet** heading.



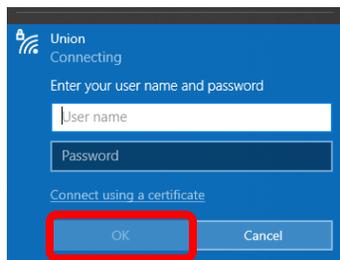
3. On the left side of the Network & Internet panel, choose **Wi-Fi, Show Available Networks**, and then select **Union** (with capital "U")



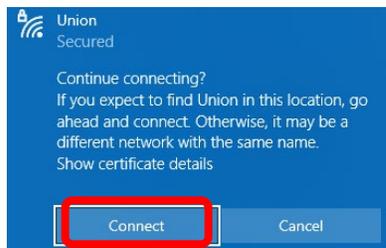
4. Check the **Connect automatically** box and Select the **Connect** button in the highlighted **Union** panel.



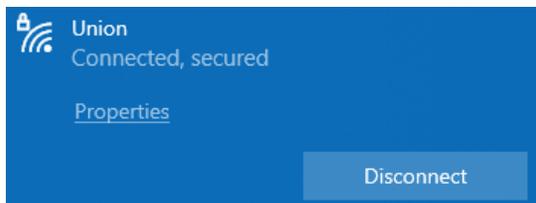
5. Enter your **Union College Username & Password** Click the **OK** button.



6. Select **Connect** in the Continue Connecting panel.



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

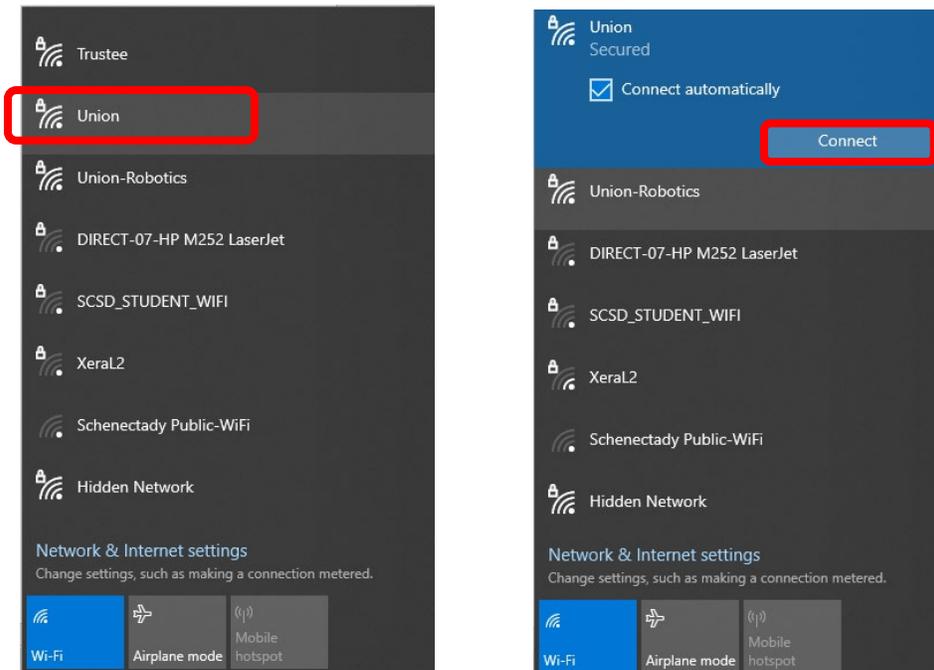


Connecting to Union (with capital “U”) Wireless Network

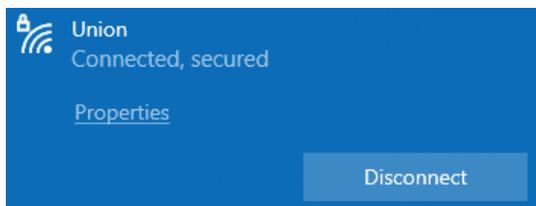
1. Click on the **Wireless Internet icon** located in the Windows Taskbar in the lower right corner of your screen.



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.



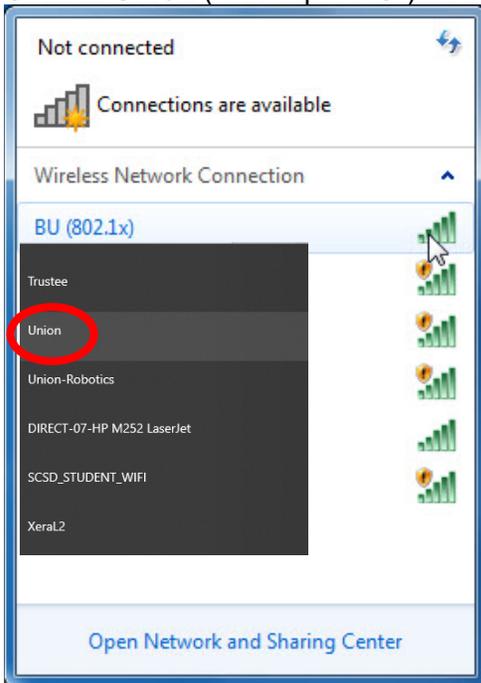
Connecting with Windows 7

Connecting to Union (with capital “U”) Wireless Network

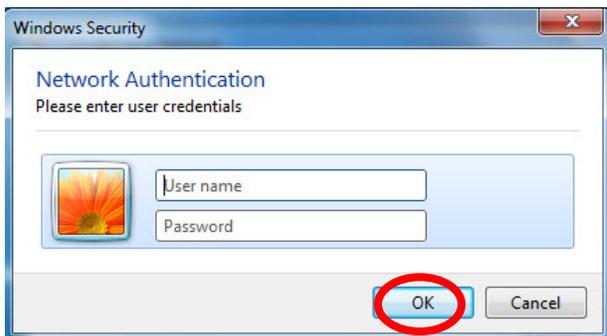
1. Click on the Internet Access **icon** in the Windows Taskbar. (It looks like a series of signal bars with a yellow spot on them.)



2. Choose **Union** (with capital “U”) wireless network from the list of available wireless networks.

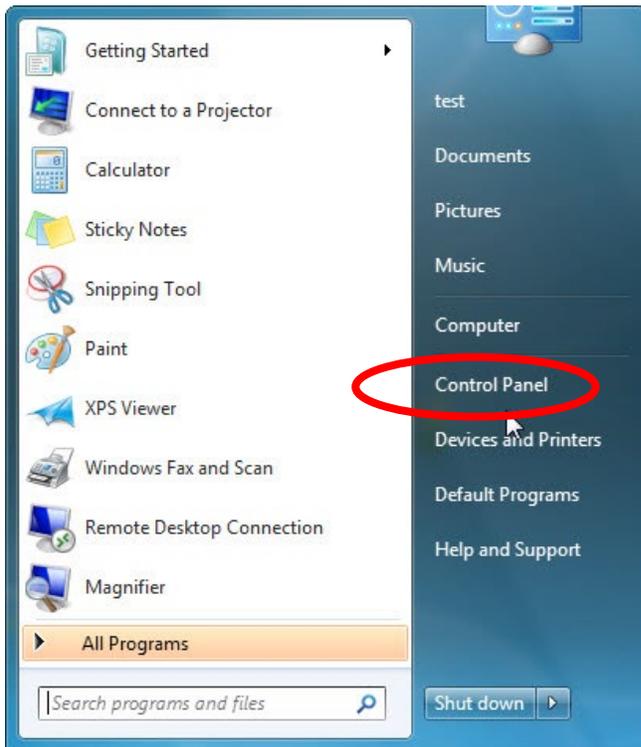


3. When prompted for authentication, **enter your Union College username and password**, and click **OK**.

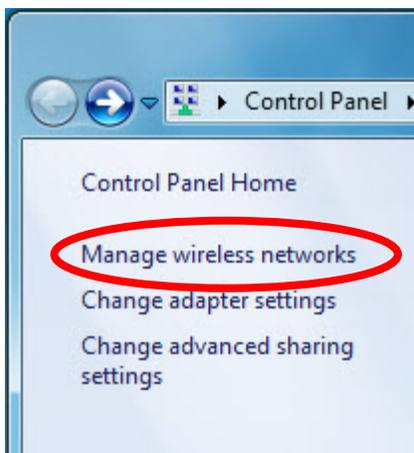


Make Union the default Wireless Network

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**.

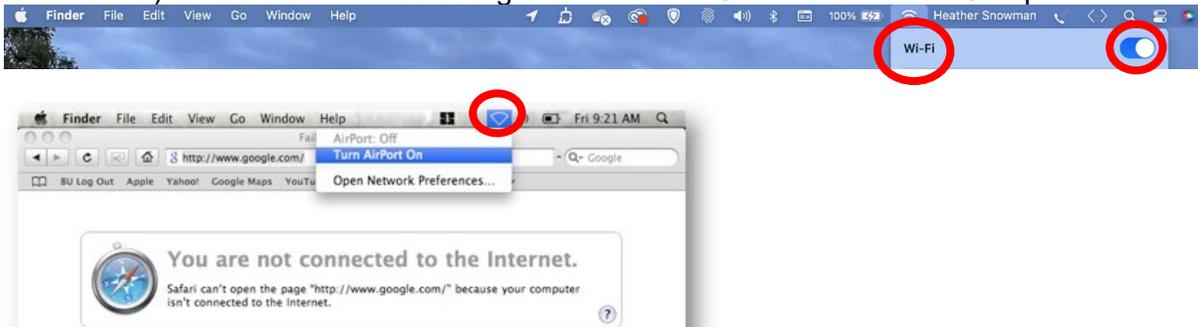


3. Click on the **Union** network to highlight it and then click **Move up** until it is at the top of the list. This will have your computer default to Union network before searching for any other networks.

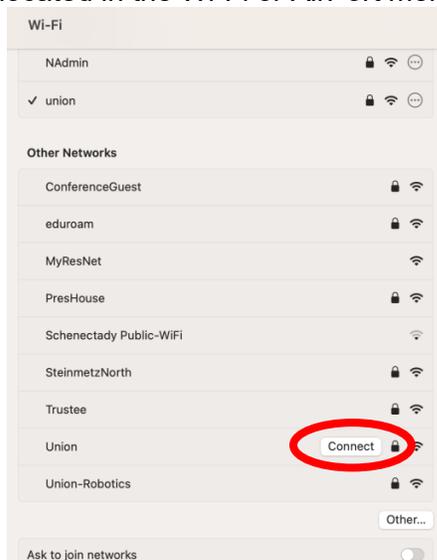
Connecting with Mac OS X

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

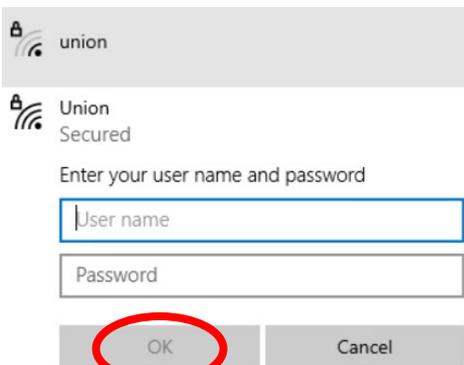
1. Make sure that the wireless card is turned on by clicking the Wi-Fi icon (or if an older Mac the AirPort icon) on the menu bar and selecting the Turn Wi-Fi On or Turn AirPort On option.



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'.



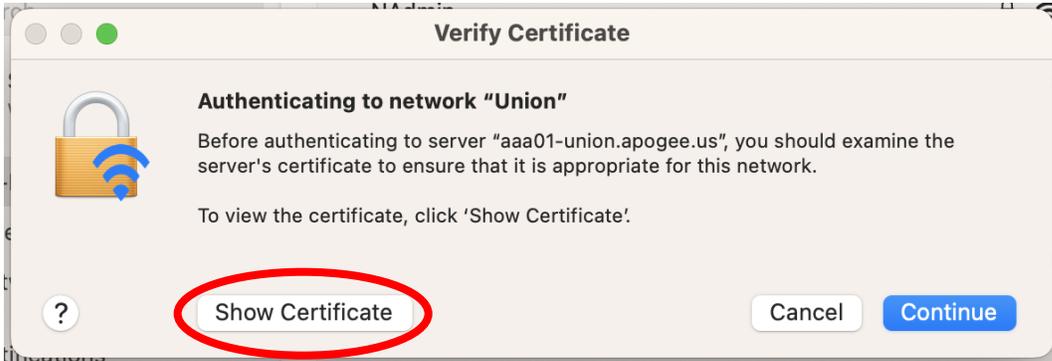
3. Enter your Union College **username and password** and click **OK**.



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**.

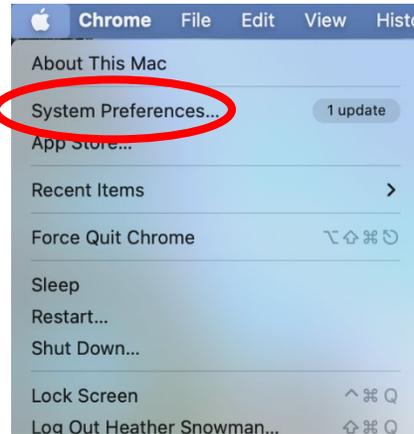


2. You may now be prompted to enter your Mac **computer username and password** (**NOT** your Union College username and Password) to allow this trust to be saved. If so, enter your Mac username and password and click **OK**.



Make Union the default wireless network:

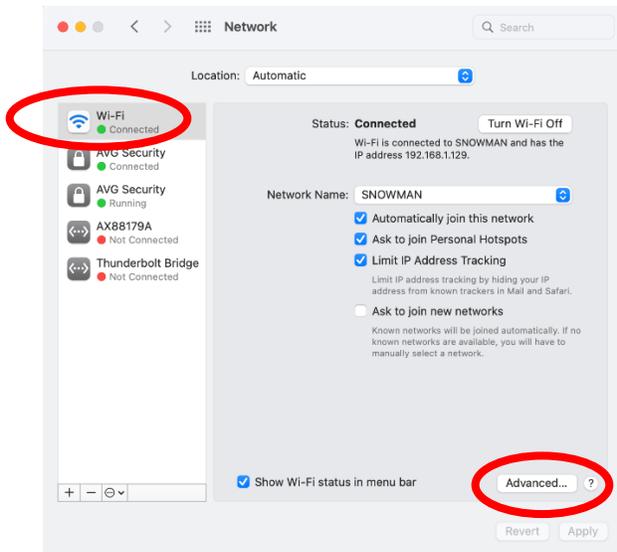
1. If you had previously used “union” with a lowercase “u”, your computer may try to connect to that network first. In order to be sure your computer connects first to the Union (with capital “U”) wireless network, follow these steps:
2. Open the System Preferences by going to the Apple menu and choosing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



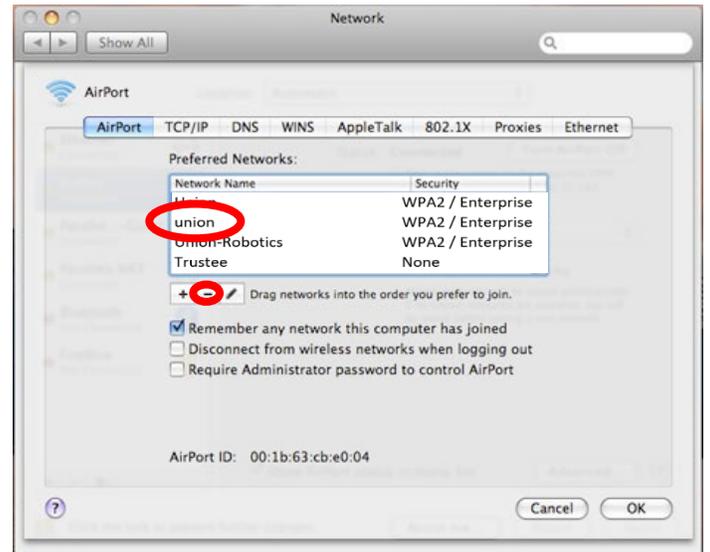
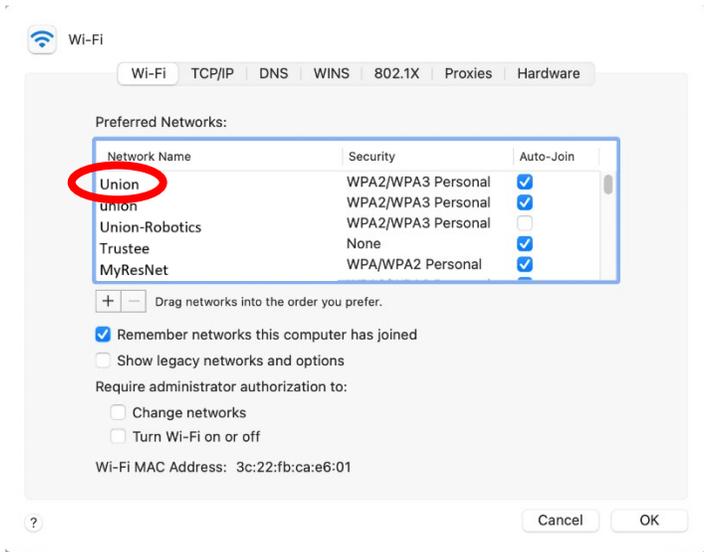
3. Click on the Network icon in System Preferences.



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.



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

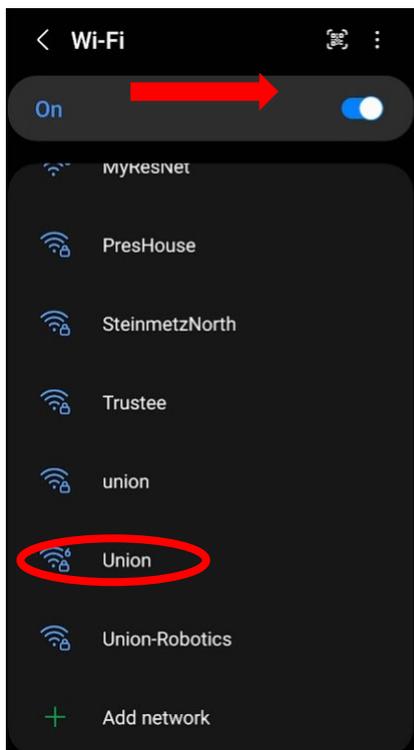
Connecting to the Union (with a capital “U”) wireless network

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

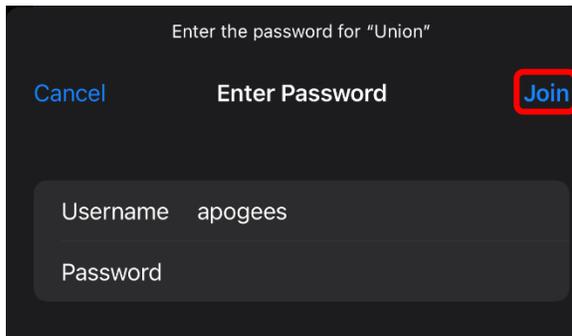
1. Open Settings >> Wi-Fi.



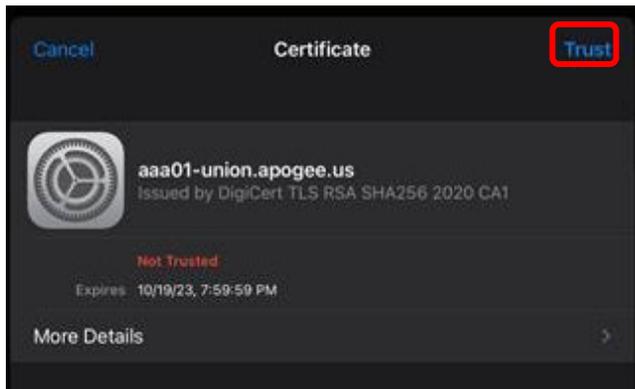
2. Ensure Wi-Fi is ON and select Union (with capital “U”) wireless network



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.
2. Select Wi-Fi.



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



4. Tap the Forget this Network button.



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?

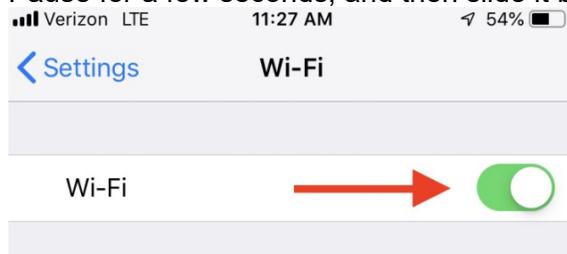
If you've connected successfully to Union (with capital "U") wireless network but still can't access the Internet, you may need to **follow the instructions below to restart** the Wi-Fi service on your iPhone before you can access the Internet.

Open Settings.

1. Select Wi-Fi.



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.



You should now be able to access the Internet.

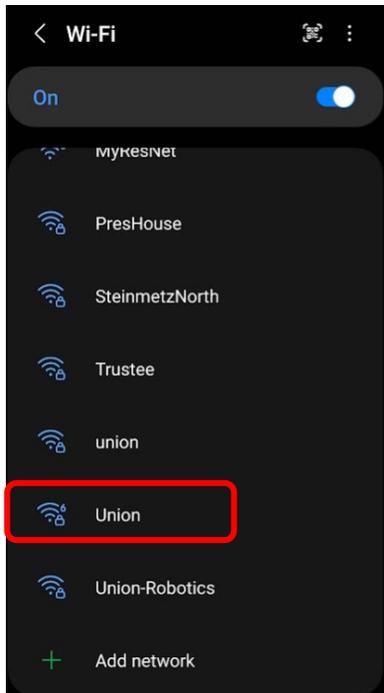
What next?

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

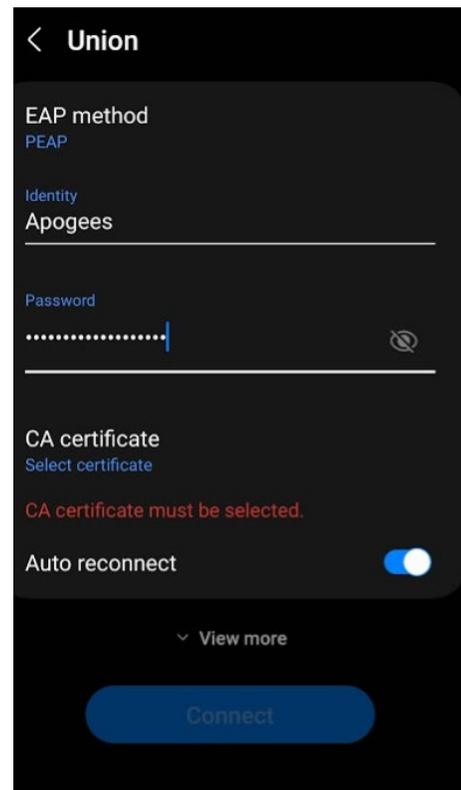
Configuration settings for Union (with capital “U”) wireless network

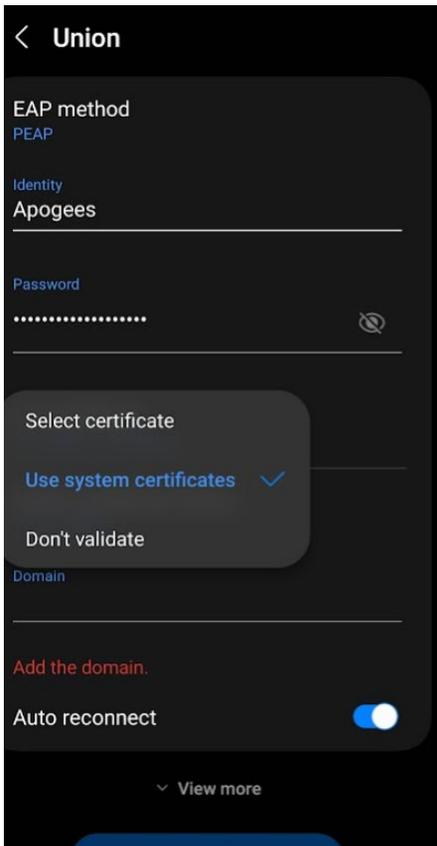
1. From the home screen, swipe down from the top of the screen
2. Press and hold the Wi-Fi icon until network list opens
3. Connect to **Union** (with the capital U) SSID



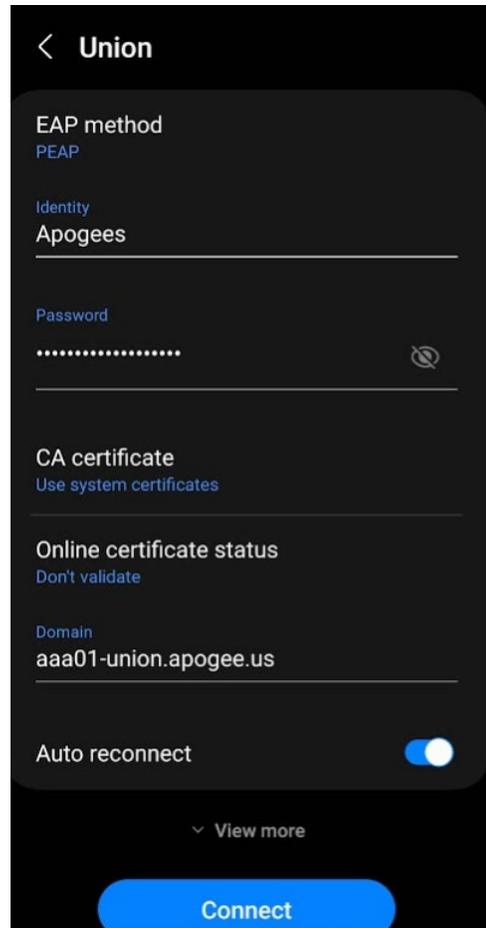
Note: Your device may not require all of the settings included below.

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**





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**



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