

Troubleshooting Wireless Connections at UCCS

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Introduction

This guide is meant to help you self-troubleshoot common problems encountered when connecting to the wireless networks at UCCS. You can try these troubleshooting steps yourself before contacting our Help Desk. If at any time you would like assistance, please contact the OIT Help Desk by any of the means listed below...

- Email: helpdesk@uccs.edu
- Phone: 719-255-4357
- In-person: EPC 108 (ground level of the Library)
- Live chat: <https://oit.uccs.edu/get-help>

HELPFUL NOTE: You should first determine which wireless network you should connect to. Once this is determined, visit the troubleshooting section for that network (see the table of contents above).

What wireless network should I connect to?

Three different wireless networks are present throughout the UCCS campus, each providing a different level of service. The names of these three wireless networks are **UCCS-Wireless**, **UCCS-Guest**, and **eduroam**.

- **UCCS-Wireless** (*secure and encrypted*)
 - this is the main wireless network for students, faculty, staff, and guests/visitors who [request](#) a temporary username and password to be able to access this network.
 - traffic on this network is secured and encrypted.
- **UCCS-Guest** (*unsecured and not encrypted*)
 - this is our guest network that offers simple, basic internet access.
 - traffic on this network is not encrypted. only use this for basic web browsing. do not send sensitive information over this network.
 - if you are a guest and require a secure/encrypted wireless connection, you should [request a temporary username and password](#) so you can join the UCCS-Wireless network
- **Eduroam** (*secure and encrypted*)
 - this network is available for visitors from other eduroam colleges and universities. they can use their home institution's username and password for access to this wireless network.
 - traffic on this network is secured and encrypted.

HELPFUL NOTE: Below is a table that can help you determine which wireless network you will want to connect to.

What network should I connect to?

<i>I have a UCCS username & password because I am a UCCS student/faculty/staff/etc...</i>	<i>I don't have a UCCS username & password and I'm not from an eduroam institute...</i>	<i>I am visiting from an eduroam participating institute...</i>
Connect to UCCS-Wireless	Connect to UCCS-Guest	Connect to eduroam

Troubleshooting your connection to UCCS-Wireless

HELPFUL NOTE: This network is for UCCS students, faculty and staff who have a UCCS username and password. It is also for guest who registered for, and received, a temporary username and password.

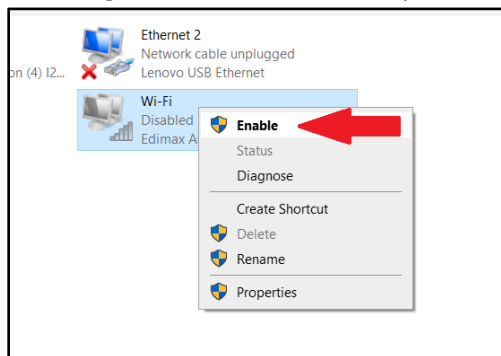
Here are some basics things to check:

1. Make sure your wireless adapter is enabled
 - a. Sometimes laptops have a physical switch on the side or the top.



i.

- b. You may need to enable the wireless adapter
 - i. For example in Windows you would browse to Network Connections in the Control Panel, right-click the wireless adapter, and choose *enable*.



1.

- ii. For example on an iPhone you would go into Settings, then tap Wi-Fi, and make sure the Wi-Fi toggle is turned on.



1.

2. Make sure you can see “**UCCS-Wireless**” in your list of available wireless networks
 - a. If you are not seeing any wireless networks, your wireless adapter might be turned off.
 - b. Make sure you are near and within range of a wireless access point
 - i. Most buildings and many outdoor areas have wireless coverage
3. Make sure you enter your *username* and *password* correctly and without typos
 - a. Make sure caps-lock is not turned on.
4. Check your UCCS password is not expired or that your account is locked
 - a. Try logging into your email or the [UCCS portal](#) as a test.
 - b. You can reset a forgotten UCCS password here: <https://kb.uccs.edu/x/l4ALAQ>
5. Detailed setup instructions for connecting to **UCCS-Wireless** can be found here:
 - a. <https://kb.uccs.edu/x/uYAg>
6. If you continue having problems connecting to **UCCS-Wireless**, please contact the Help Desk.

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Troubleshooting your connection to UCCS-Guest

HELPFUL NOTE: This network is for guests and provides basic internet access. It is not secure, so private or sensitive information should not be sent over this network. Its fine for basic web browsing. For example, if you need to look up a map or visit the UCCS website to find basic information.

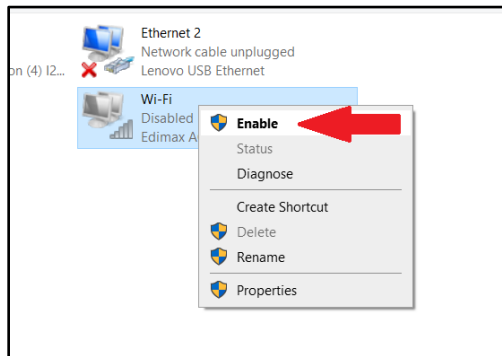
Here are some basics things to check:

1. Make sure your wireless adapter is enabled
 - a. Sometimes laptops have a physical switch on the side or the top.



i.

- b. You may need to enable the wireless adapter
 - i. For example in Windows you would browse to Network Connections in the Control Panel, right-click the wireless adapter, and choose *enable*.



1.

- ii. For example on an iPhone you would go into Settings, then tap Wi-Fi, and make sure the Wi-Fi toggle is turned on.



1.

2. Make sure you can see “**UCCS-Guest**” in your list of available wireless networks
 - a. If you are not seeing any wireless networks, your wireless adapter might be turned off.
 - b. Make sure you are near and within range of a wireless access point
 - i. Most buildings and many outdoor areas have wireless coverage
3. If you first successfully joined UCCS-Guest and went through the steps to register for a temporary username and password for our secure network, you need to use those credentials to connect to the **UCCS-Wireless** network.
 - a. So after obtaining the credentials, you would disconnect from **UCCS-Guest** and then connect to **UCCS-Wireless**.
4. Detailed setup instructions for connecting to UCCS- Guest can be found here:
 - a. <https://kb.uccs.edu/x/gYZm>
5. If you continue to have issues connecting to UCCS-Guest, please contact our Help Desk by any of the means below:

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Troubleshooting your connection to eduroam

HELPFUL NOTE: This network is available for visitors from other eduroam colleges and universities. They can use their home institution's username and password for access to this wireless network which is secure and encrypted.

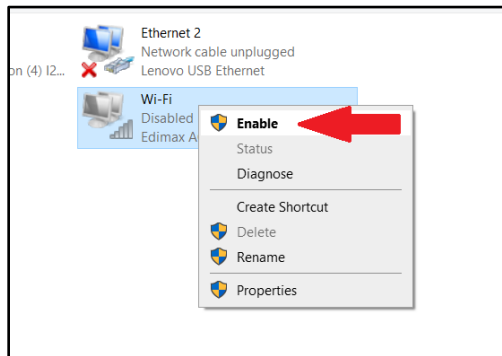
Here are some basics things to check:

1. Make sure your wireless adapter is enabled
 - a. Sometimes laptops have a physical switch on the side or the top.



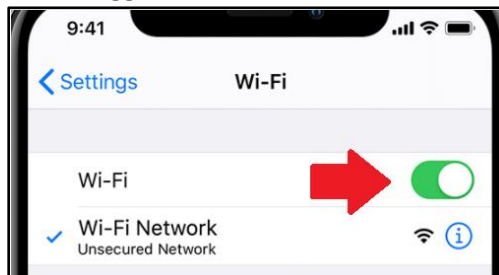
i.

- b. You may need to enable the wireless adapter
 - i. For example in Windows you would browse to Network Connections in the Control Panel, right-click the wireless adapter, and choose *enable*.



1.

- ii. For example on an iPhone you would go into Settings, then tap Wi-Fi, and make sure the Wi-Fi toggle is turned on.



1.

2. Make sure you can see “**eduroam**” in your list of available wireless networks
 - a. If you are not seeing any wireless networks, your wireless adapter might be turned off.
 - b. Make sure you are near and within range of a wireless access point
 - i. Most buildings and many outdoor areas have wireless coverage
3. Make sure you enter your *username* and *password* correctly and without typos
 - a. Make sure caps-lock is not turned on.
 - b. This is your home instruction username and password
 - i. Usually it must be the full username with a domain
 - ii. For example if you are visiting from Colorado College you would use the full username such as *janedoe@coloradocollege.edu*
 - iii. It is important to have your domain (*@coloradocollege.edu*) at the end of your username
4. Check your password is not expired or that your account is locked
 - a. You may have to contact your home institutions IT Help Desk
5. Detailed setup instructions for connecting to **eduroam** can be found here:
 - a. <https://kb.uccs.edu/x/D4IWAg>
6. If you continue having problems connecting to **eduroam** please contact the Help Desk.

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