College WiFi Network
Frequently Asked Questions

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Problem: I can't connect to the wireless network in a particular room or location on campus.

Answer: If the wireless network signal is too low, you will not be successful connecting to the wireless network.
-OR-
Answer: Make sure you are able to log into MyPortal since you use the same login ID and password for the College WiFi network. There are open networked connected computers in the college Library and *Campus Guest* wifi is located in the Campus Center, for testing your MyPortal ID and password.

Problem: I've already authenticated to the College WiFi network and I thought it was supposed to automatically connect after that.

Answer: If the wireless network signal is too low, your device will not be successful connecting to the wireless network.
-OR-
For some computers you need to select the "College WiFi" network and then it will connect. Especially if there are one more than one named wireless networks in the area.

Problem: I have to enter my MyPortal ID and password every time I want to connect to the College WiFi. I thought I didn't have to do this anymore.

Answer: For Windows OS computers (OS 7): Look under security settings. Look for the SSL setting. It may be under Advanced. Make sure SSL 2.0 and 3.0 are On.

Problem: I entered my MyPortal ID and password on my Smartphone to connect to College WiFi and it is not connected. I know my password is correct because I am able to log into MyPortal.

Answer: If for some reason you miss typed your password or something went wrong during the login process on the Smartphone, you will need to start over and re-enter your ID and password again.

Some Smartphones are not smart enough to let you do this. So you need to "**Forget**" the College WiFi network to start over. Go to **Settings**, and look for Wifi or wireless. There should be an option to "**Forget**" the 'College WiFi' wireless network. **Exit** Settings. Now select the College WiFi network and it should ask you for your login ID and password again.

Problem: I've tried many times and I cannot get connected to the College WiFi wireless network on my Apple laptop.

Answer: Go to **System Preferences** and select **Network**. Select **Wi-Fi** on the left side. Look for the wireless network 'College WiFi' on the right side of the window. Click on the *Forget* or

Disconnect button. This may look different for the different Apple OS versions. This essentially lets you start over again. Close this window. Now choose the 'College WiFi' and it should bring up a login box.

Problem: When I try to log into the College WiFi it asked me to choose a type of network.

Answer: Choose **WPA2 AES**.

Password Changed (MyPortal) or Still Cannot Connect: Try: "Forget the Network" to start over

iOS Devices
To "Forget" a network on an Apple IOS device:
1. Go to Settings.
2. Next select WiFi.
3. Select "College WiFi".
4. If you are already connected to "College WiFi", another screen appears and there will be a choice to "Forget This Network". Click on "Forget This Network".
5. Now try to connect to "College WiFi" again. This means you will need to enter your CWID and MyPortal password to connect to the wireless network.
6. Click on "Join".
7. If another screen appears about a certificate (this is what provides the security) - look for "Trust" in the upper right and click on it. This should complete the connection.
If you use an Android device, there should be a similar option under settings to remove or forget
the "College WiFi" network. This will allow you to start over.

Android: Samsung running Android 12
*Each android may be different depending on what Version you are running but should be similar.

To "Forget" the network on Android devices:

1. Go to **"Settings"**
2. Select **"Connections"**
3. Select **"Wi-Fi"**
4. Next to **"College Wi-Fi"** click on the **"Gear" icon**

5. Click on **"Forget"**
6. Now try to connect to **"College WiFi"**
7. Login with your **CWID** and **MyPortal Password**
8. For the CA Certificate part, select **"Don't Validate"**
9. *See below for instructions with screen shots.*

Windows: Windows 10
To "Forget" the network on Windows laptops:

1. Navigate to **Start** to **Settings** to **Network & Internet.**
2. Tap or click **Wi-fi** , then tap or click **Manage Known Networks.**
3. Tap or click **College wifi**.
4. Tap or click **Forget**.
5. Now close all windows and connect to College wifi per normal.
   o Login with your **CWID** and **MyPortal Password**

OSX: macOS Monterey
To "Forget" the network on Windows laptops:

1. Go to your **"System Preferences"** under the **"Apple Logo"**
2. Click on the **"Network"** settings
3. On the Left Pane, Select **"Wi-Fi"**
4. On the Right Pane, Click on **"Advanced…"**
5. Under the Wi-Fi Tab Select the **"College WiFi"**
6. With **"College WiFi"** selected click on the **"-"** button *(minus sign)*
7. Click **"OK"**
8. Back on the **"Wi-Fi"** section click on the Drop-Down menu **"Network Name:"**
9. Select **"College WiFi"**
10. Click on **"Connect"**
11. Login with your **CWID** and **MyPortal Password**
12. Check on **"Remember this information"**
13. Click **"OK"**
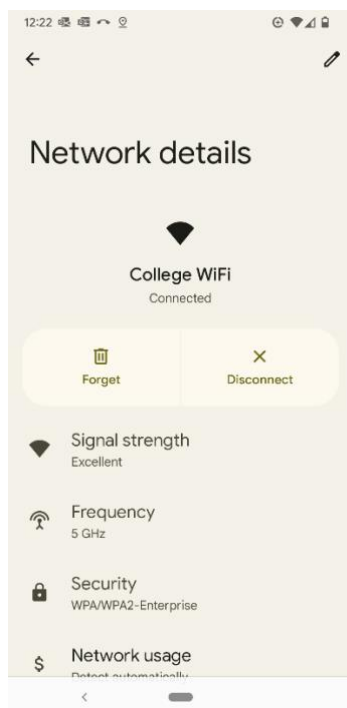14. Click on **"Continue"** on the 'Verification to network "College Wifi"'

Android Instructions with Screen shots

Instructions for Android Phone WiFi reconnect – Based on Google Android Version 12 – Snow Cone.
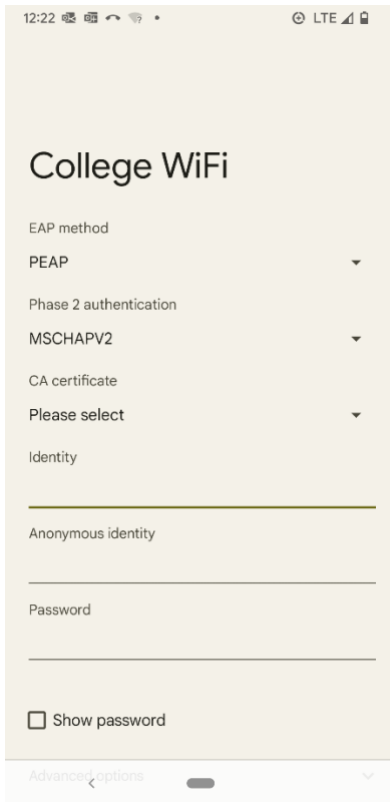
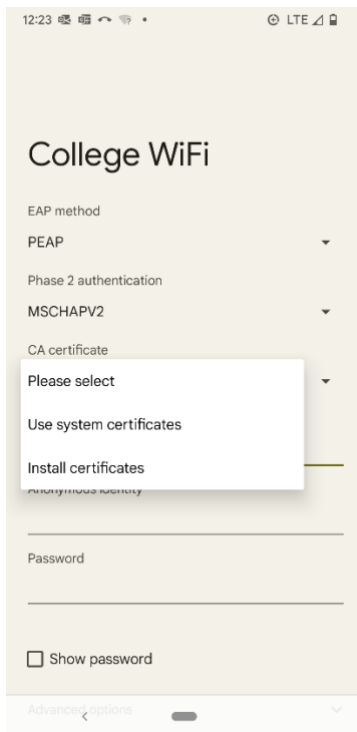1. Drag down from the top of the screen and click on Internet:
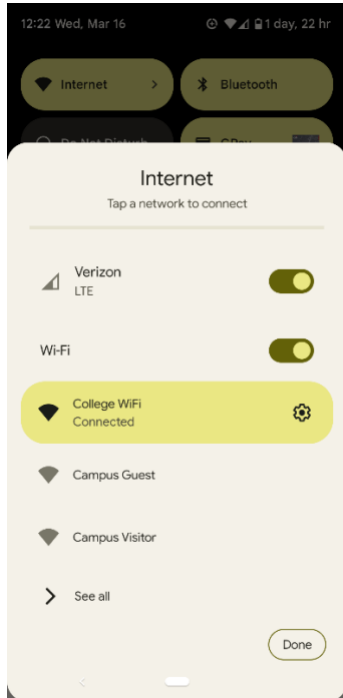
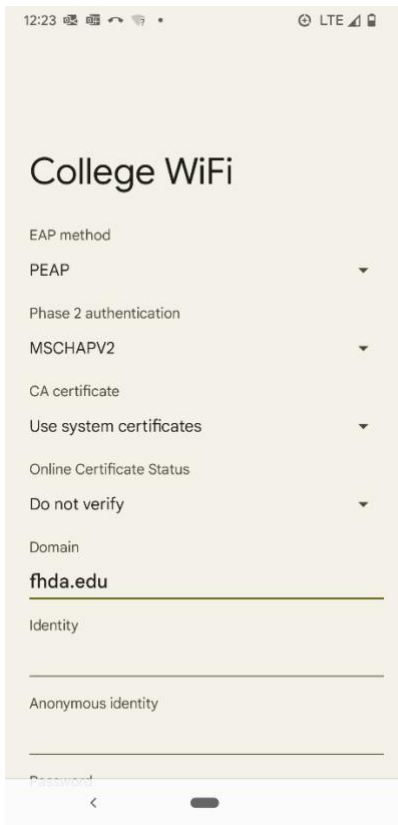2. Click on College Wifi and choose "Forget"

3. Go back to the main screen and click on College Wifi and you should see this:

4. Click on CA certificate and click on "Use system certificates".

5. Enter fhda.edu in Domain

6. Enter your **CWID** in in the first to lines and your **Myportal Password** on the Password line. Then hit "Connect" (down at the bottom) and you should be good to go.