

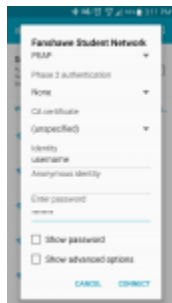
Connecting to Fanshawe Wi-Fi

We've revamped our WiFi, expanded our coverage, and made connecting to our highly available and secure Wi-Fi Network Infrastructure easier than ever! Please take a look at the steps below and let us know if you have any issues!

Connecting to Wi-Fi

In order to connect to the wi-fi, you must open your settings application to connect to the **Fanshawe Student Network**. If you are a staff member, please connect to Fanshawe Staff instead. Screenshots have been provided for your reference.

Android Devices



To connect to Wi-Fi on an Android Phone, please connect to the **Fanshawe Student Network**. You will see a popup. In most cases, you should leave the defaults.

1. For your **Identity**, enter your **FanshaweOnline Username**
2. Leave **Anonymous Identity** blank
3. For your **Password** enter your **FanshaweOnline Password**
4. Go to the [Post-Connection section](#) of this page

Apple iOS Devices



To connect to Wi-Fi on an iPhone or iPad, please connect to the **Fanshawe Student Network**. You will be redirected to a login screen.

1. For your **Username**, enter your **FanshaweOnline Username**
 2. For your **Password** enter your **FanshaweOnline Password**
 3. A new page will open, asking you to **trust** a certificate. Click the **Trust** button in the top right corner, followed by your phone's PIN or password
 4. Go to the [Post-Connection section](#) of this page
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Windows 8/8.1/10 Devices



To connect to Wi-Fi on an Windows PC, go to the Wi-Fi settings in the far right of the start menu, then connect to the **Fanshawe Student Network**, followed by a Username and Password prompt.

1. For your **Username**, enter your **FanshaweOnline Username**
2. For your **Password** enter your **FanshaweOnline Password**

3. Go to the Post-Connection section of this page (below).
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Mac OSX Devices



To connect to Wi-Fi on an MacBook, please connect to the **Fanshawe Student Network** from the toolbar Wi-Fi icon. You will see a popup. asking for your Username and Password.

1. For your **Username**, enter your **FanshaweOnline Username**
2. For your **Password** enter your **FanshaweOnline Password**
3. A new page will open, asking you to **trust** a certificate. Click the **Trust** button, followed by your MacBook Password or TouchID (if Applicable)
4. Go to the Post-Connection section of this page (below).

Post-Connection

In most cases, a new browser window will open to take you to a web authentication page. Simply enter your Username and Password, click Continue, then you will be redirected to the terms and conditions. Read over them carefully, then after you have accepted, you will have access. Should this website not pop up, you must open your browser and go to <http://cnn.com>. Please note that you can go to any site, as long as it does not have <https://> in front. You may receive a warning message saying that the security certificate is invalid. This is normal.

Troubleshooting

We have seen a number of issues when a user tries to connect. The majority of these issues stem from a misconfigured network adapter, or AntiVirus. McAfee AntiVirus – usually bundled as a trial on many new computers – has been known to cause a number of issues and **we highly recommend finding another antivirus solution.**

Possible alternatives are [Kaspersky](#), [BitDefender](#), or free solutions such as the [Microsoft Security Essentials](#), [Sophos](#), however you are free to select your own.

In terms of Network Adapter troubleshooting; you **may not** connect to our network if you have specified a static DNS server or a Static IP. Clear these settings and try again. Should you require assistance, please [contact us](#) and we will be happy to help!