

## Procedure: Connecting to the College's Wireless Network

**Scope:** This procedure is for students and staff wishing to connect to the College's wireless network.

### Introduction

In order to use the wireless hotspots you will need a laptop/PDA/phone that supports Wi-Fi networking either via the 802.11b or 802.11g standard (most wireless devices) and either a valid Solihull College network id or guest access obtainable from the College reception if you are a visitor.

Wireless hotspots are situated throughout the College in the following areas.

#### Blossomfield Campus

Board Room, Staff Lounge, Cove 1 & 2, Main Reception, Sixth Form Link, Refectory, LR 1, LR 2, HE Seating Area, Library, Hair and Beauty Reception, Business Seating Area, Specialist IT Training Centre Reception, Gym Eating Area & All Staff Rooms.

#### Woodlands Campus

Main Entrance and Refectory, Board Room Woodlands, Staffroom & Woodlands LRC

### Support

The wireless network service is provided for both staff and students to use the College's intranet and internet facilities, the College will not offer support to computers or any other wireless peripheral not owned by the College.

In the event of a problem please use the troubleshooting guide included in this document. If the problem persists then IT support will be happy to check the functionality of the wireless network however we will not support your wireless device.

*Important :* We strongly recommend that antivirus software is installed on your device as the College cannot accept any responsibility for loss or damage as a result of using this service.

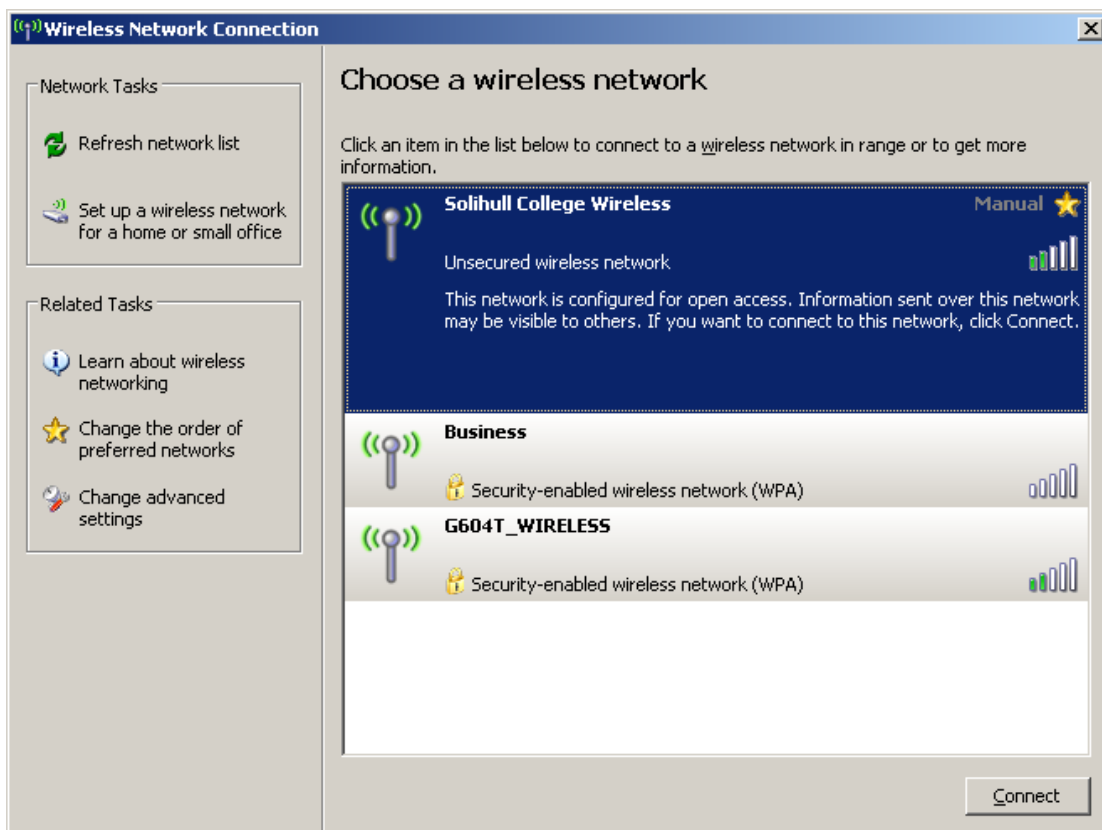
## Procedure: Connecting to the College's Wireless Network

### Connecting using Windows XP

First ensure that your wireless network adapter is enabled. A message saying wireless networks detected should appear in your taskbar.



Click on the message to bring up the wireless network chooser.

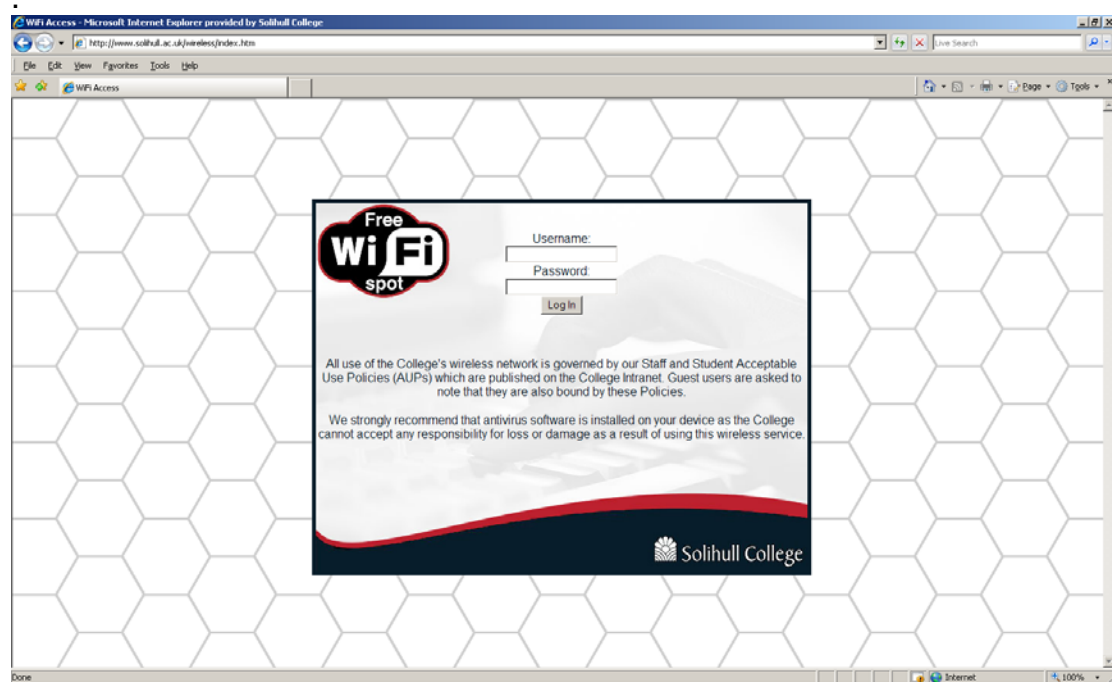


Click on the Solihull College Wireless network and wait for Windows to establish a connection.

## Procedure: Connecting to the College's Wireless Network

Once connected launch your browser and you will be presented with an authentication screen.

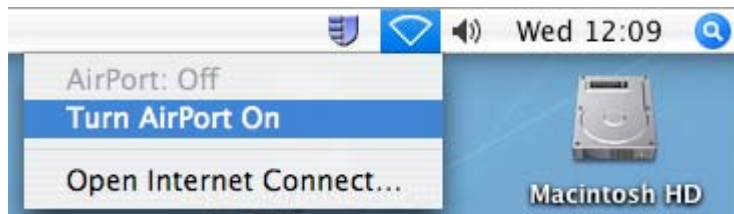
If during the process you are presented with as certificate message then please accept the certificate by clicking accept or continue to this website.



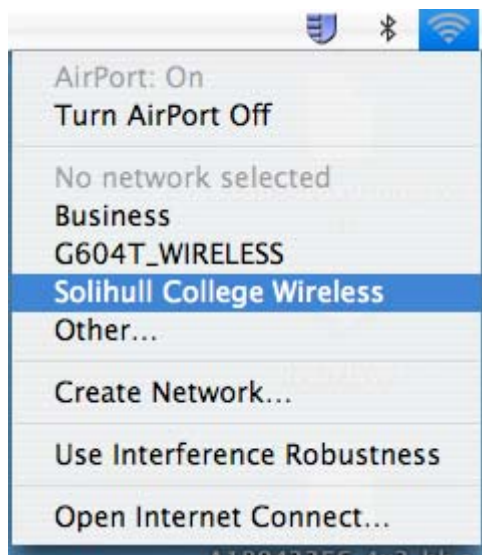
Enter your Solihull College network login details and once correctly authenticated you will be able to browse the internet/intranet.

### Connecting using Max OSX

Enable your Airport Adaptor

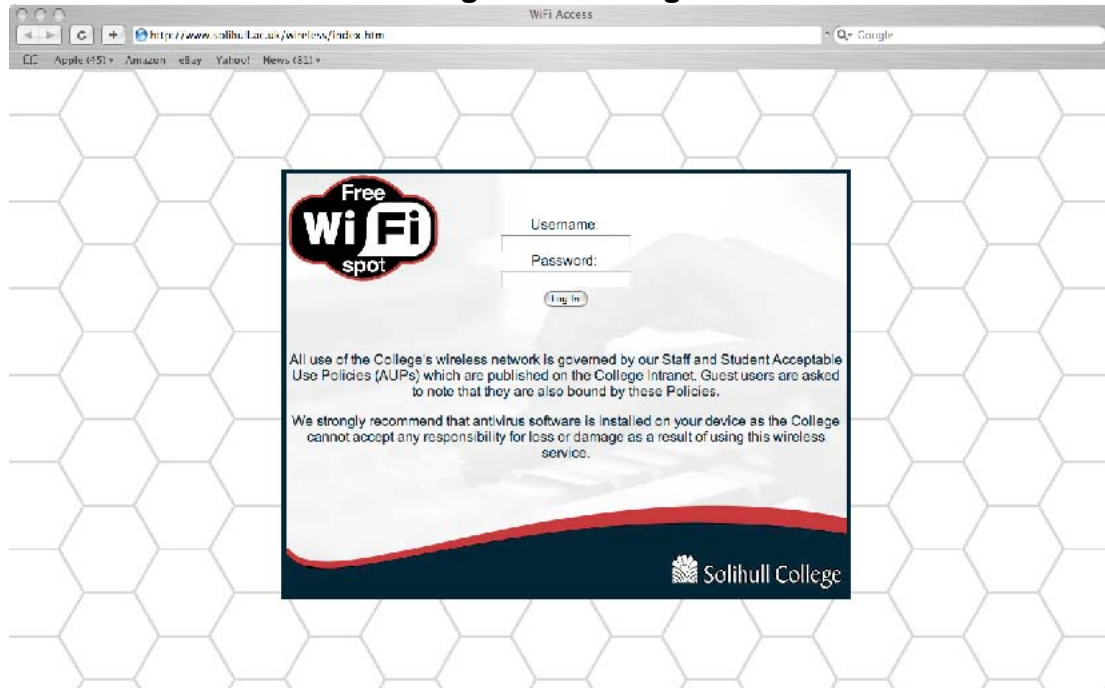


Select the Solihull College Wireless network



Once connected launch your browser and you will be presented with an authentication screen.

## Procedure: Connecting to the College's Wireless Network



Enter your Solihull College network login details and once correctly authenticated you will be able to browse the internet/intranet.

### Trouble-Shooting

If you are having trouble connecting to a wireless hotspot then please try the following.

- Ensure that the wireless radio in your device is switched on and enabled.
- Check you are not using a proxy server or configured to automatically detect a proxy server.
- Check any installed security programs firewalls/Norton security etc.
- Move closer to the hotspot (locations are clearly marked).
- Ensure your login details are valid and that your password has not expired.
- Consult your equipment manufacturer's documentation.