Instructions for Windows 7 Users

1. From the Start button, select Network.
2. On the menu bar, select Network and Sharing Center.
3. Select the Connect to a Network link.
4. Select CougarLANd and then click the Connect button.
5. If you want to connect to the unsecured wireless network, then click Connect Anyway. You are now connected to CougarLANd.
6. Launch your internet browser. At the welcome page, be sure to click on and read the Appropriate Use Policy. Enter your CougarWeb Username and password, then click the Log in button.

Troubleshooting Tips

Problem: I just changed my Collin password and now I cannot login to CougarLANd.
Possible Solution: Try logging into CougarWeb using your new password, then try logging into CougarLANd.

Problem: I am not receiving the CougarLANd Welcome Page.
Possible Solution: Check your TCP/IP settings.
   From the Control Panel, select Network and Sharing Center
   On the left side of the window, choose Change adapter settings.
   Right click on your Wi-Fi card and select Properties.
   Double click Internet Protocol Version 4 (TCP/IPv4)
   Make sure both options are set to Obtain automatically
   Click OK
   At the Wi-Fi Properties page, click OK.
   Launch your browser to see if the "Welcome" page will open.

Problem: I receive the welcome page, but after I enter my username and password I am still at the welcome page.
Possible Solution: Do you have a Collin CougarWeb username and password? If you are a faculty or staff member, you will need to contact the Help Desk for information on how to obtain your username and password. If you are a Guest to Collin, you will need to contact your Collin Sponsor for login credentials.

Problem: I cannot connect to CougarLANd or I am connected and the signal is very weak.
Possible Solution: Try moving to another location.

Problem: I was connected, but now I cannot access any web pages.
Possible Solution: You may have been timed out by the system. Try rebooting your computer and connecting again.