



## Instructions for Mac Users

1. Click the Wi-Fi icon and select **CougarWiFi**. If you do not see any Wi-Fi networks listed, make sure Wi-Fi is enabled by clicking the Wi-Fi icon and confirming the toggle is set to On.
2. The welcome page should load automatically. Please be sure to read the **Appropriate Use Policy** before logging in. Enter your **CougarWeb Username and Password**, click the **I agree to the terms and conditions** box, then click **Sign On**. If the welcome page does not load, open a web browser to trigger it.

## Troubleshooting Tips

**Problem:** I just changed my CougarWeb password and now I cannot login to CougarWiFi.

**Possible Solution:** Try logging into CougarWeb using your new password. If you login successfully, try connecting to CougarWiFi again.

**Problem:** I do not see CougarWiFi listed as an available network after I click on the Wi-Fi icon.

**Possible Solution:** If you are unable to see CougarWiFi as a network option, then you will need to add the connection manually. Click on the Wi-Fi menu, choose **Other Networks**, then select **Other**. Enter **CougarWiFi** (this is case sensitive) as the Network Name, set Security to **None**, then click **Join**. Launch a browser to trigger the welcome page.

**Problem:** I am connected to CougarWiFi, but the welcome page will not open.

**Possible Solution:** Check your Wi-Fi TCP/IP settings to make sure you are receiving a valid IP address. TCP/IP IPv4 should be set to Using DHCP. Also check the DNS tab. If there is an IP address other than 10.x.x.1 listed under DNS servers, then write down the IP address and remove. You should only see 10.x.x.1 IP addresses listed.

