



## Instructions for Windows 10 Users

1. From the **Start** button, select the **Settings** icon.
2. Select **Network & Internet**.
3. Select **WiFi**, click **Show Available Networks**.
4. Select **CougarWiFi**, click **Connect**.
5. Launch your Internet browser. At the welcome page, be sure 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**.

## Troubleshooting Tips

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

**Possible Solution:** Try logging into CougarWeb using your new password, then try logging into CougarWiFi.

**Problem:** I am not receiving the CougarWiFi Welcome Page.

**Possible Solution:** Check your TCP/IP settings.

Click the **Start** button, select the **Settings** icon.

Select **Network & Internet**.

Under Change your network setting, select **Change adapter options**.

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 CougarWiFi 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.