



Connecting to Wi-Fi (personal devices)

Staff and students can connect their personal devices to the “Education Wi-Fi” using their student or work login details to get free internet access while on campus or in the office.

In order to connect to the Wi-Fi, you **MUST** know your work or student username and password. If you don’t know your password, please visit <https://studentstart.up.education/> and click on **Set Account Password**.

Instructions for most common system types can be found below.

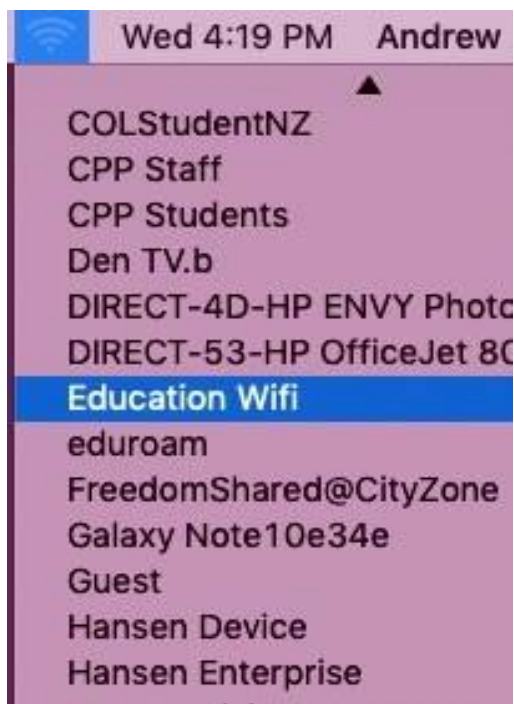
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Connecting a MacOS Device

Step 1: Select **Education Wi-Fi** from your Wi-Fi menu bar.



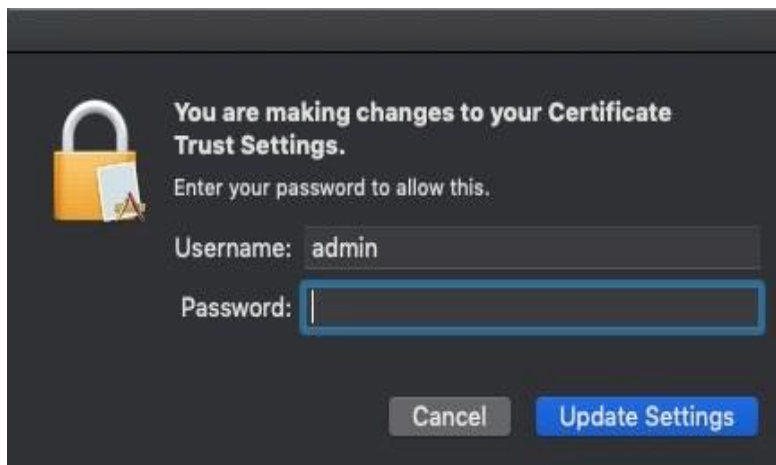
Step 2: Enter your **Work or Student Email address** and **Password** in the box below

A screenshot of the macOS Wi-Fi network configuration window. The window has a title bar and a light gray background. On the left is a blue Wi-Fi icon. To its right, the text reads: 'The Wi-Fi network "Education Wifi" requires WPA2 enterprise credentials.' Below this, there are three input fields: 'Mode:' with a dropdown menu showing 'Automatic', 'Username:' with a text field containing '<school email address>', and 'Password:' with a text field containing '<school password>'. Below the password field are two checkboxes: 'Show password' and 'Remember this network', both of which are checked. At the bottom left is a help icon (a question mark in a circle). At the bottom right are two buttons: 'Cancel' and 'Join'.

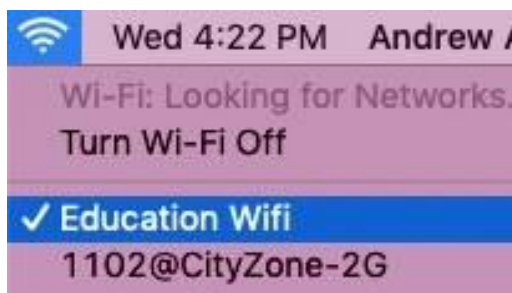
Step 3: Select **Continue** on the certificate prompt.



Enter the password for **YOUR** mac device. Your own name should be listed. This will save the details of the connection to the Mac keychain.



Step 4: Your Mac should now show connected, and you should be able to browse the internet.



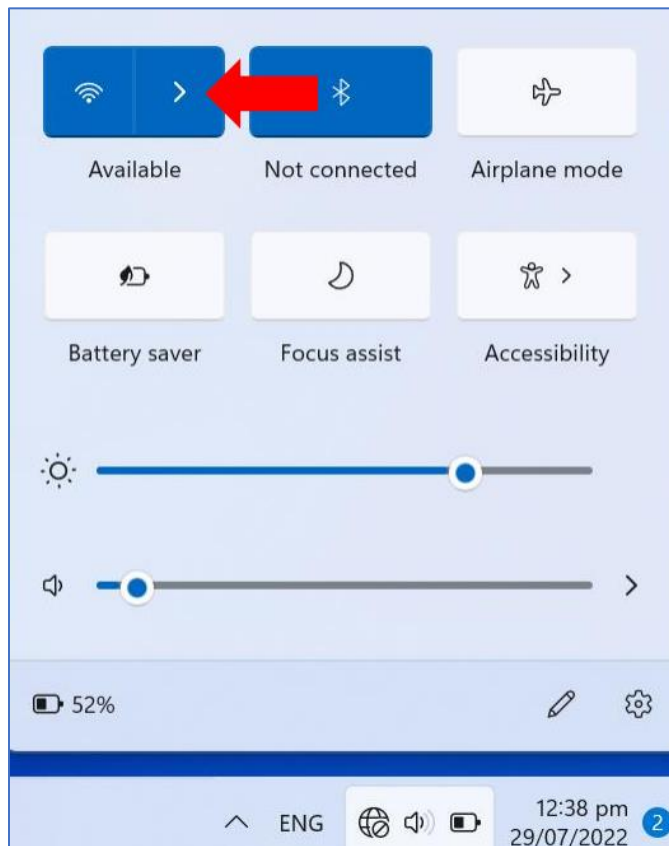
Connecting a Windows 11 Device



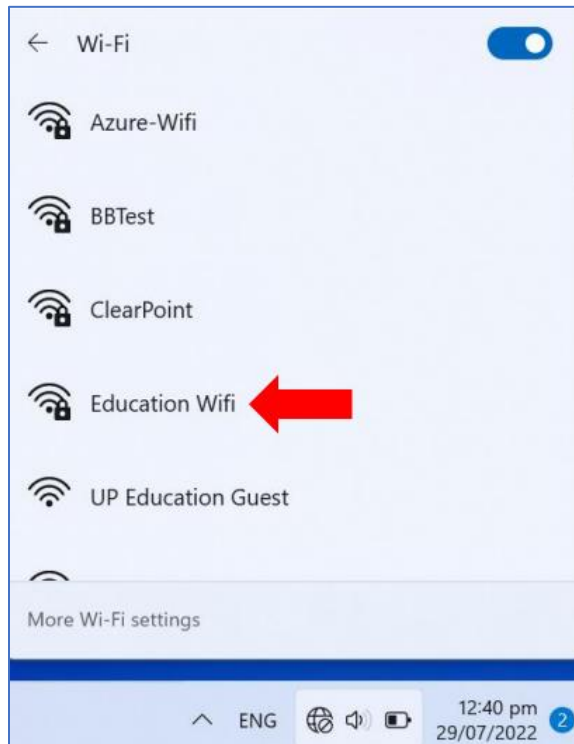
Step 1: Click on the globe icon at the bottom right of the desktop.



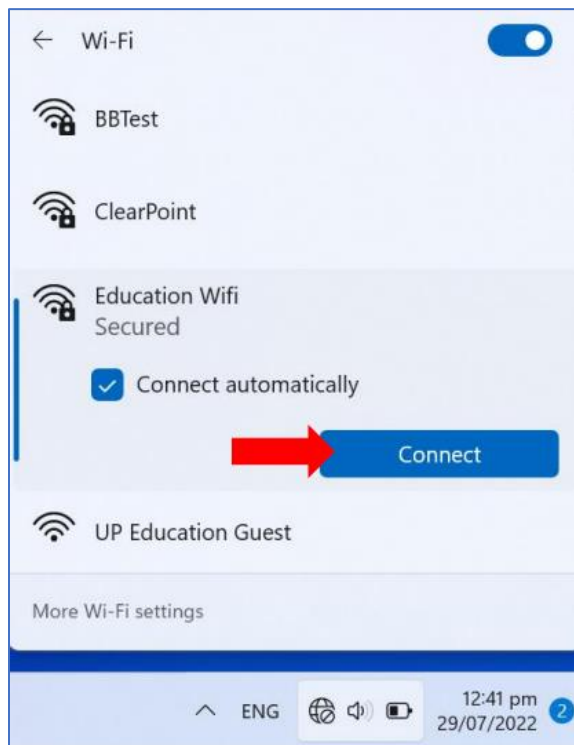
Step 2: Click on the arrow pointing right, next to the Wi-Fi symbol (above Available).



Step 3: Select **Education Wifi** from the Wi-Fi list.



Step 4: Click **Connect**



Step 5: Enter your **Work or Student Email address** and **Password** in the box below



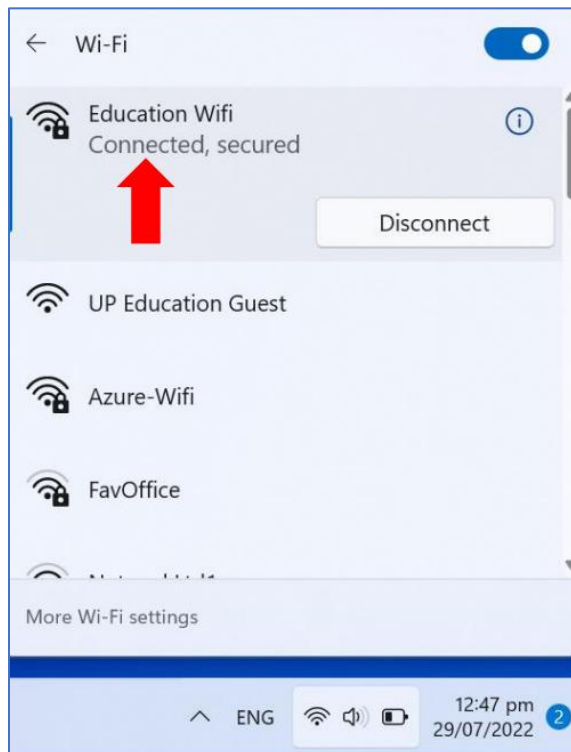
The screenshot shows the Windows 'Wi-Fi' settings window. At the top, the 'Wi-Fi' toggle is turned on. Below it, the 'Education Wifi' network is listed with a 'Connecting' status. A prompt asks the user to 'Enter your user name and password'. There are two input fields: 'User name' and 'Password'. Below these fields is a link that says 'Connect using a certificate'. At the bottom of the network card are two buttons: 'OK' and 'Cancel'. Below the 'Education Wifi' card is another network card for 'BBTest'. At the very bottom of the window is a status bar with icons for network, volume, and battery, along with the time '12:43 pm' and date '29/07/2022'.

Step 6: Click **Connect**.



This screenshot shows the same 'Wi-Fi' settings window, but now a dialog box is displayed over the 'Education Wifi' card. The dialog asks 'Continue connecting?' and provides a warning: 'If you expect to find Education Wifi in this location, go ahead and connect. Otherwise, it may be a different network with the same name.' It also includes a link 'Show certificate details'. At the bottom of the dialog are two buttons: 'Connect' and 'Cancel'. A large red arrow points directly to the 'Connect' button. Below the dialog, the 'Azure-Wi' network card is partially visible. The status bar at the bottom shows the time as '12:45 pm' on '29/07/2022'.

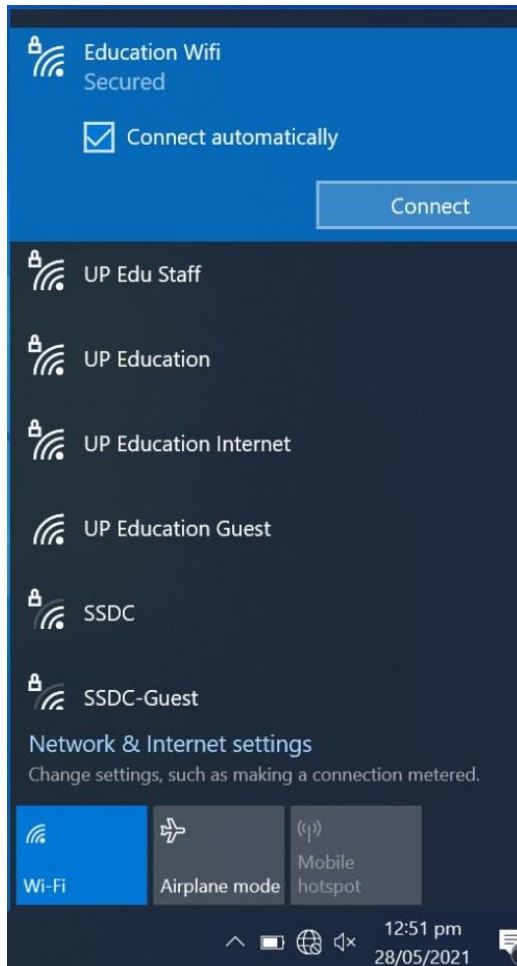
Step 7: It should now show as connected.



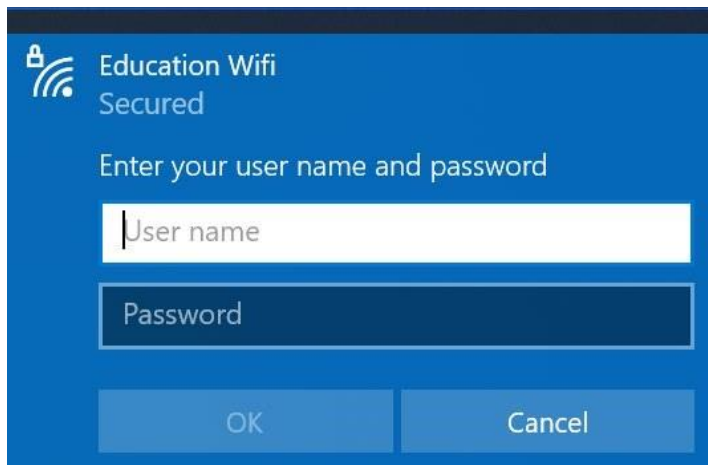
Connecting a Windows 10 Device



Step 1: Select **Education Wifi** from your Wi-Fi list and click **Connect**.

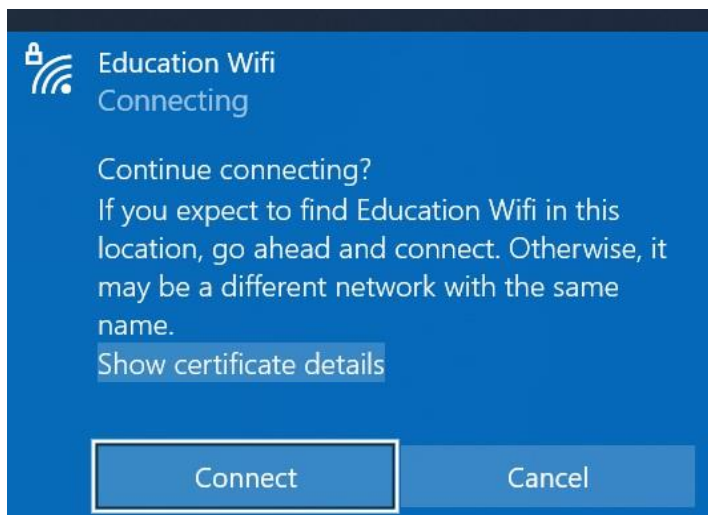


Step 2: Enter your **Work or Student Email address** and **Password** in the box below



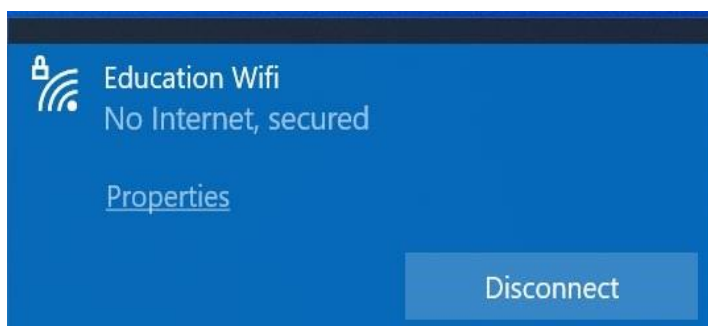
A Windows-style dialog box titled "Education Wifi Secured". It features a lock icon and a Wi-Fi signal icon. The text "Enter your user name and password" is displayed above two input fields: "User name" and "Password". At the bottom, there are "OK" and "Cancel" buttons.

Step 3: Click **Connect**



A Windows-style dialog box titled "Education Wifi Connecting". It features a lock icon and a Wi-Fi signal icon. The text "Continue connecting?" is followed by a paragraph: "If you expect to find Education Wifi in this location, go ahead and connect. Otherwise, it may be a different network with the same name." Below this is a link "Show certificate details". At the bottom, there are "Connect" and "Cancel" buttons. The "Connect" button is highlighted with a white border.

It should now show as connected.

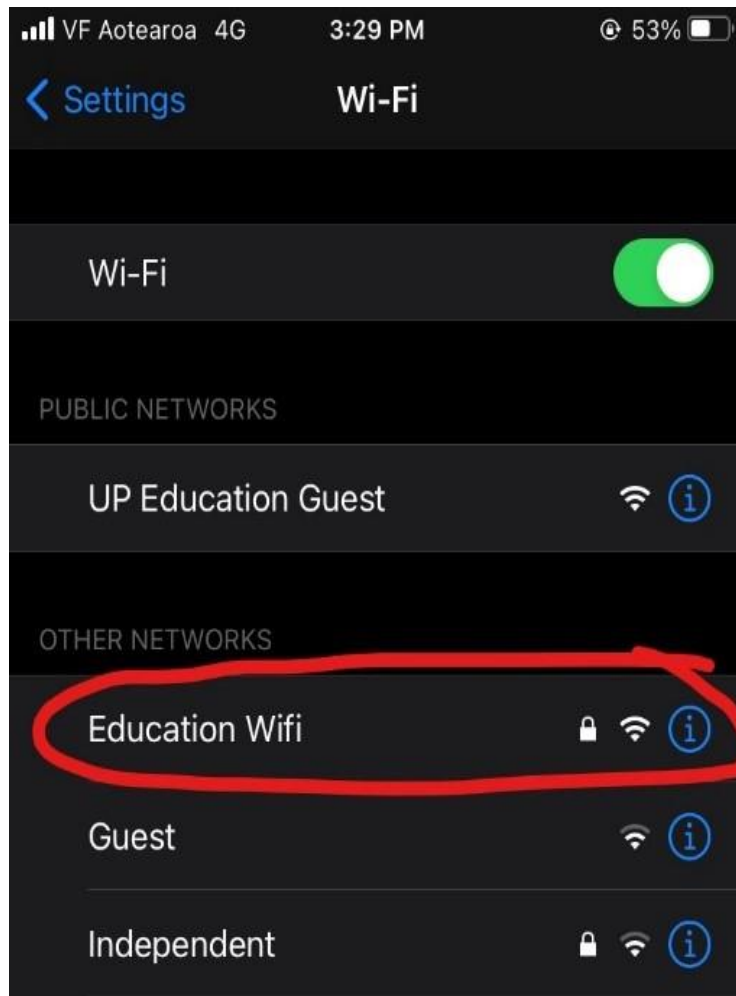


A Windows-style dialog box titled "Education Wifi No Internet, secured". It features a lock icon and a Wi-Fi signal icon. The text "No Internet, secured" is displayed. Below this is a link "Properties". At the bottom right, there is a "Disconnect" button.

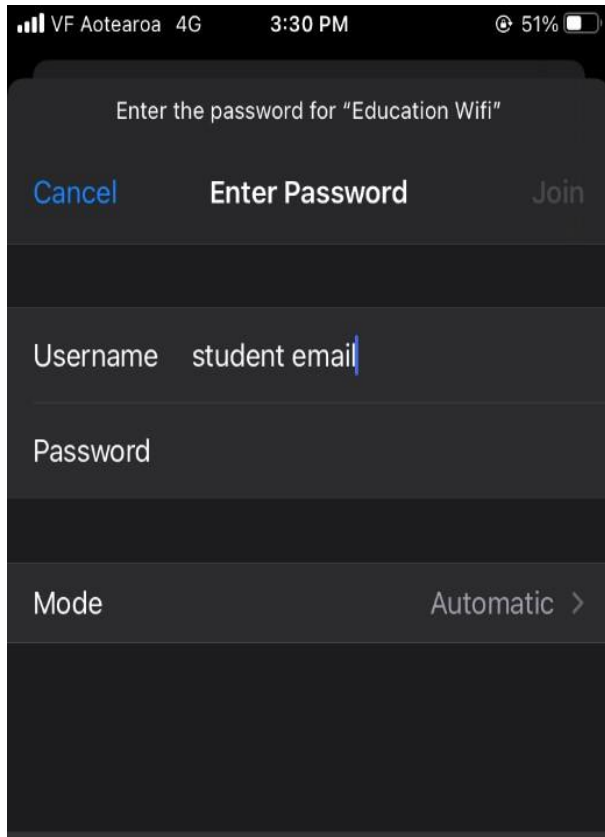


Connecting an iPhone or iPad Device

Step 1: Select Wi-Fi labelled: **Education Wifi**

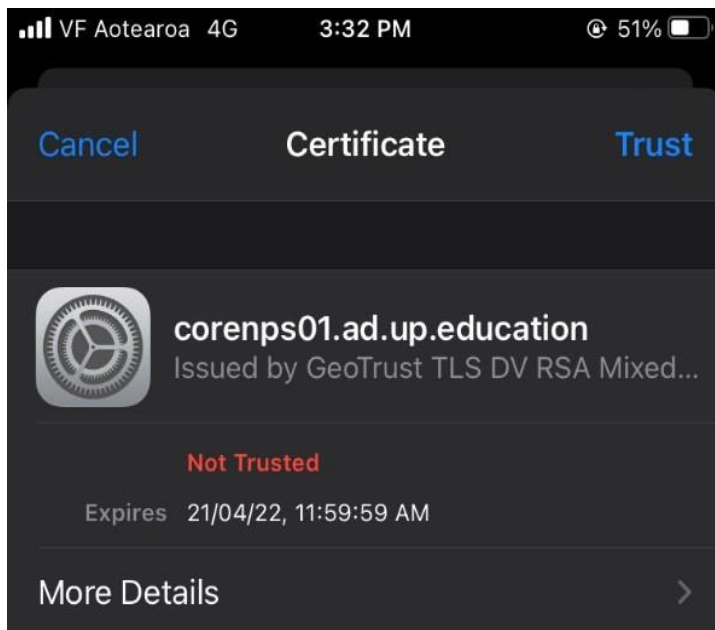


Step 2: Enter your **Work or Student Email address** and **Password** in the box below



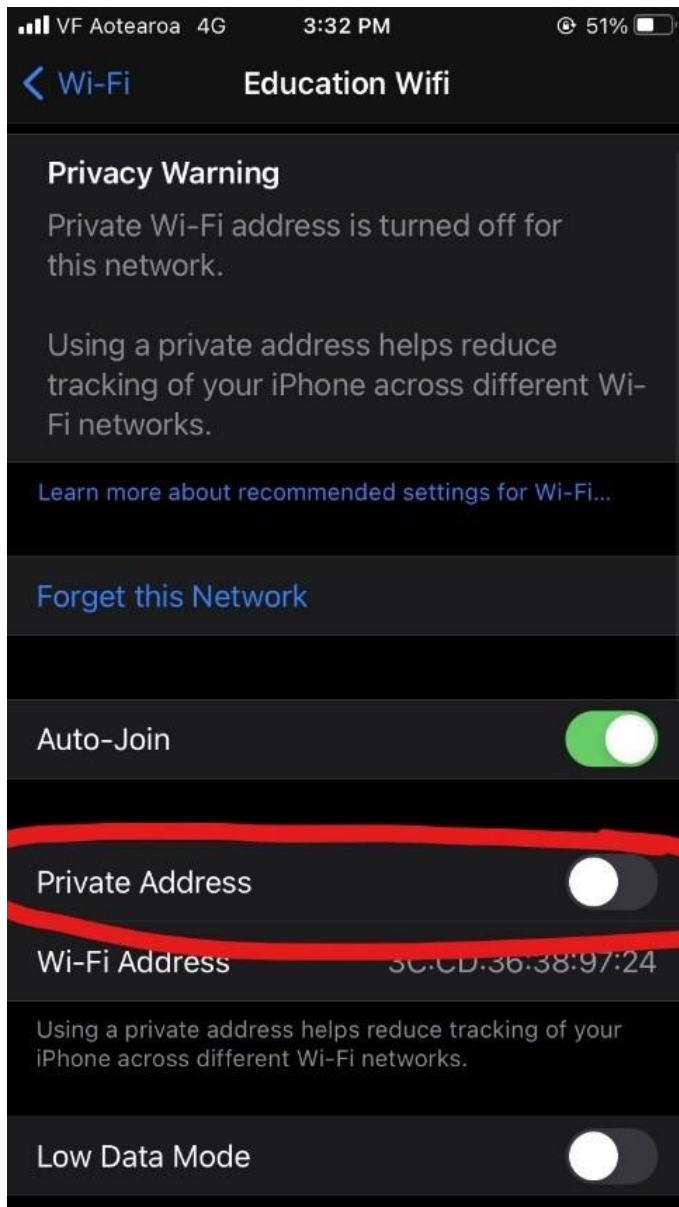
The screenshot shows an iPhone screen with the status bar at the top displaying 'VF Aotearoa 4G', '3:30 PM', and '51%' battery. The main screen is a dark gray dialog box titled 'Enter the password for "Education Wifi"'. At the top are three buttons: 'Cancel' (blue), 'Enter Password' (white), and 'Join' (gray). Below the title are two text input fields: 'Username' with the text 'student email' and a blue cursor, and 'Password' which is empty. At the bottom is a 'Mode' section with 'Automatic' and a right-pointing chevron.

Step 3: Select **trust** when prompted for the certificate.



The screenshot shows an iPhone screen with the status bar at the top displaying 'VF Aotearoa 4G', '3:32 PM', and '51%' battery. The main screen is a dark gray dialog box titled 'Certificate'. At the top are three buttons: 'Cancel' (blue), 'Certificate' (white), and 'Trust' (blue). Below the title is a certificate card for 'corenps01.ad.up.education'. The card features a gear icon on the left, the text 'corenps01.ad.up.education' in bold, and 'Issued by GeoTrust TLS DV RSA Mixed...' below it. A red label 'Not Trusted' is positioned below the card. Underneath is the expiration date 'Expires 21/04/22, 11:59:59 AM'. At the bottom is a 'More Details' section with a right-pointing chevron.

Step 4: Click the Exclamation point to go into the wifi settings and turn off “private address”. This will cause the iOS device to prompt you to reconnect.



If your username and password are correct, the device should show as connected.

Connecting an Android & Chromebook Devices



Step 1: Select Wi-Fi labelled: **Education Wifi**

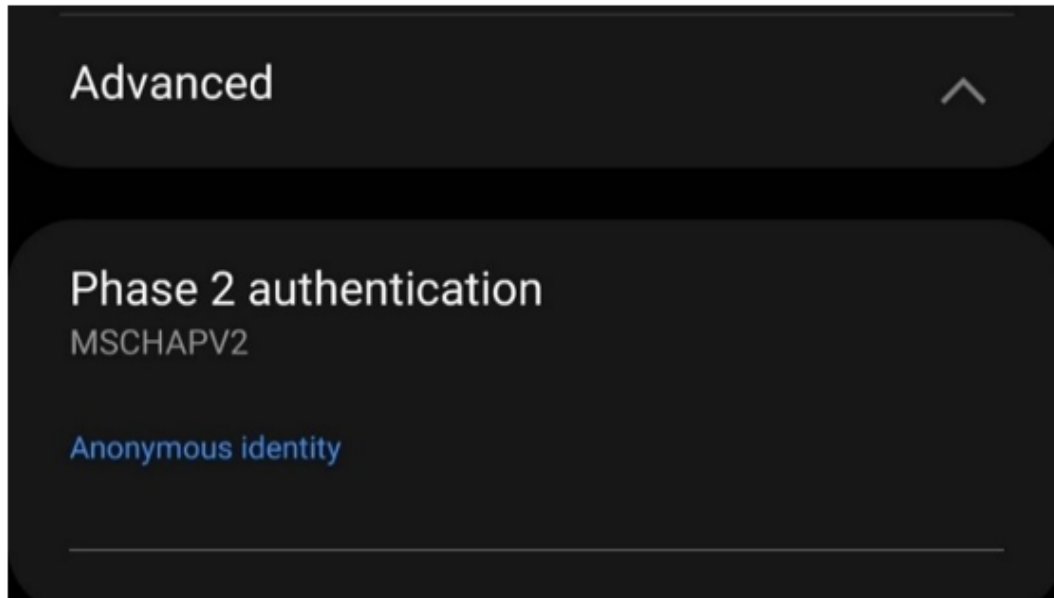
Step 2: The settings pictured are the choices to correctly join.

A screenshot of the 'Education Wifi' settings screen on an Android device. The screen has a dark background. At the top, the title 'Education Wifi' is displayed in white. Below the title is a back arrow icon. The settings are organized into sections. The first section is 'EAP method', with 'PEAP' selected. Below this is the 'Identity' section, with 'School Email Address' entered. The next section is 'Password', with 'Enter password' entered and a toggle switch to the right. At the bottom, there is a 'Select certificate' section with three options: 'Select certificate', 'Use system certificates', and 'Don't validate'. The 'Don't validate' option is selected, indicated by a blue checkmark. A toggle switch is also visible at the bottom right of the screen.

Depending on your Android version. The option for CA Certificate may appear as two different options. **Unspecified** or **Do not validate**.

Step 3: Enter your **Work or Student Email address** and **Password** in the box below.
NB: Ignore the field labelled 'Anonymous Identity'

Select "Advanced" and choose MSCHAPv2 if not already selected.



If your username and password are correct, the device should show as connected.

