

WIRELESS ISSUES

If after attempting the below steps you still continue to experience connectivity or wireless issues, please call the OIT Helpdesk at 303-724-4357

For PC running Windows 7:

Method 1:

1. Search > Network and Sharing > Manage Wireless Networks (upper left of page) > Locate the UCDenver wireless profile > Right click the connection > "Delete" the network > Connect to UCDenver network normally. You will be prompted with a box to confirm renewing your certificate, select connect and enter your university credentials.

Method 2:

1. Download the latest WiFi driver from the manufacturer's website and save to an accessible location, e.g., Desktop.

2. Search > Device Manager > Expand Network Adapters > Locate the wireless device (Dell is tricky as it will not say WiFi but is Intel Centrino N) > Right click device > uninstall device and software.

For PC running Windows 8 & 10:

Method 1:

From the start menu search and open Change Wifi Settings. On the next page scroll down and select manage wifi settings. At the bottom of the page will be your wireless networks. Select the UCDenver network and then select forget. Reconnect to the wireless network normally and you will be prompted to renew your certificate and enter your university credentials.

Method 2:

1. Download the latest WiFi driver from the manufacturer's website and save to an accessible location, e.g., Desktop.

2. Search > Device Manager > Expand Network Adapters > Locate the wireless device (Dell is tricky as it will not say WiFi but is Intel Centrino N) > Right click device > uninstall device and software.

For Mac OS 10:

Go to **System Preferences --> Network**

Select **Wi-Fi** and turn it off

Click the **Advanced...** button

Under the **Wi-Fi** tab, find "UCDenver" under the list of Preferred Networks, select it, and press the "-" button to remove it. Press **OK**

Go to **System Preferences --> Profiles**

Select the "UCDenver" profile and press the "-" button to remove it.

Reboot your Mac

Go back to **System Preferences --> Network --> Wi-Fi** and turn Wi-Fi back on, then try connecting directly to UCDenver (do not connect to "...Guest" first).

For iOS:

Go into **Settings --> Wi-Fi** and turn Wi-Fi off

Go to **Settings --> General**. Scroll down, and you should find **Profile: UCDenver**.

Open this profile, then open the Configuration Profile for UCDenver

Press the **Delete Profile** button. You will be prompted to confirm this deletion.

Go back to **Settings --> Wi-Fi**, turn Wi-Fi back on, then connect directly to the "UCDenver" wireless network

Enter your login credentials

You should be prompted to install a new certificate. Click **Trust** to allow this

For Android:

Go into **Settings --> Select Wifi --> Select the UCdenver** network connection and then select **forget**.

Select the **UCDenver** network again and select **connect**. Enter your normal University credentials when prompted.