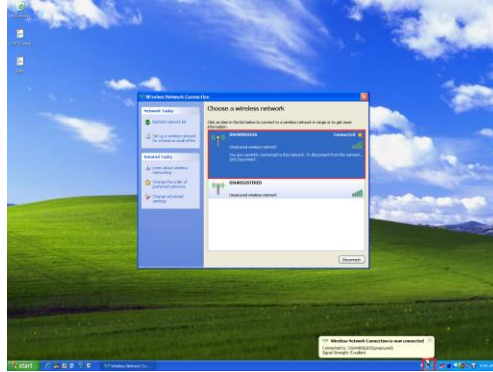


Q: How do I connect to the wireless network on campus?

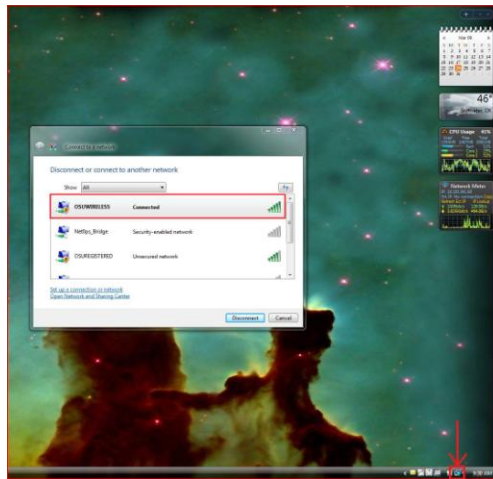
A: Enable the “Wireless Network Connection” on your computer. Select “**OSUWIRELESS**” which requires **Okey** authentication or “**OSUREGISTERED**” if you have a service account.

1. XP:



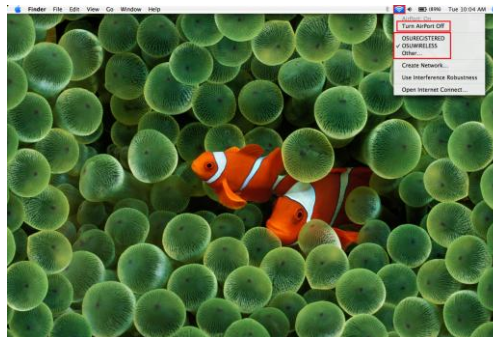
a.

2. Vista:



a.

3. MAC:



a.

- “**OSUWIRELESS**”: Open your internet browser and you should be directed to the OSU Authentication page. If not, click the home page button.

- **“OSUREGISTERED”**: If you have a service account, open your web browser and you should be connected to the internet. If you do not have a service account, you must request one.
 - Service accounts are for non-traditional devices that cannot authenticate to **“OSUWIRELESS”**. Contact the Helpdesk or your department head for more information.

Q: Why can I not see the “OSUWIRELESS” or “OSUREGISTERED” SSID when trying to connect to the universities wireless network?

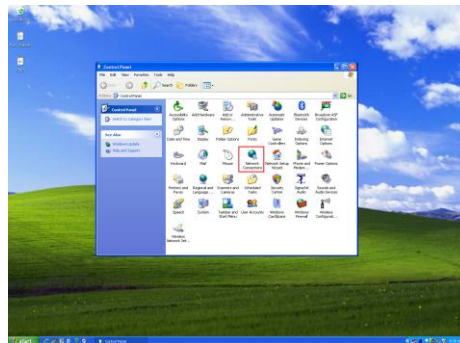
A: Make sure that the “Wireless Network Connection” is enabled on your computer. If not enabled:

1. Windows XP:

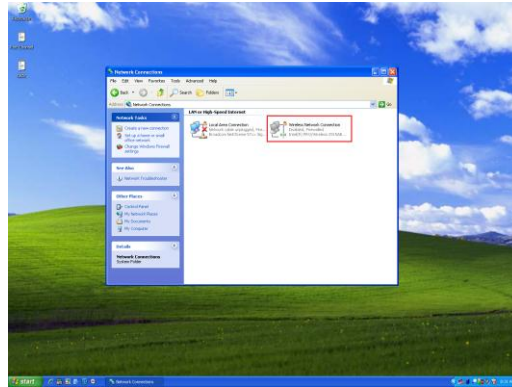
- a. Start -> Control Panel



- b. Network Connections



- c. Right click “Wireless Network Connection” and click enable

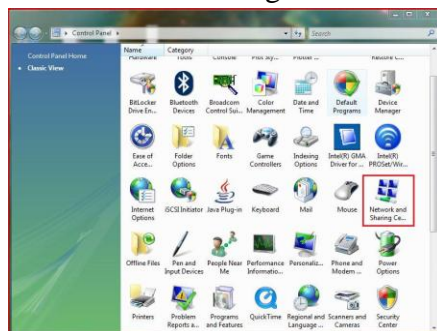


2. Windows Vista:

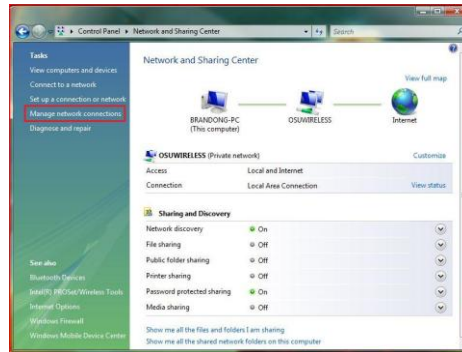
- a. Start -> Control Panel



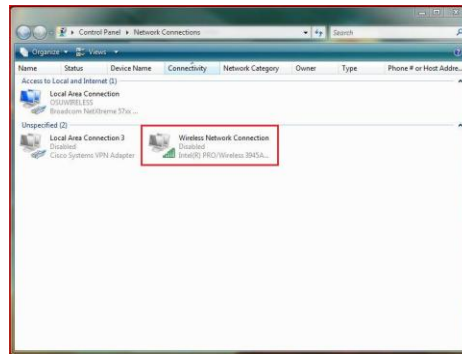
- b. Network and Sharing Center Click “Manage Network Connections”



- c. Click “Manage Network Connections”



- d. Right click “Wireless Network Connection” and click enable



3. MAC OSX Tiger and Leopard:

- a. On the main screen, click the wireless connection on the top right and select “enable”. The connection is commonly called “Airport”.



Q: I cannot connect or authenticate when I click on “OSUWIRELESS” or “OSUREGISTERED”, what should I do?

A: Make sure the driver for the computers “Wireless Network Connection” is up to date. The driver can be obtained from the manufactures website, i.e “www.dell.com”. For good measure, all drivers need to be up to date to insure the maximum performance of the computer. The Helpdesk can assist in the process if needed.

- Contact the Helpdesk if further assistance is needed. They can open a “Help Ticket” if there are definite network issues.

Q: What browsers are supported by the wireless network?

A: Currently, Cisco supports Microsoft Internet Explorer 6 and later. Mozilla Firefox and Apple Safari are not supported, but they do work.