

**UO\_WIFI** is the wireless network available to staff, enrolled students and contractors, to access University resources and the Internet.

To connect to UO\_WIFI, the wireless service name (SSID) of "UO\_WIFI" needs to be visible on your device.

## Best Practice



When you move to a different place, (e.g. arriving at your dorm room or classroom), **turn off the Wi-fi on your device for at least 10 seconds and turn back it on** afterwards. This is to re-associate your device to the nearest Wireless Access Point for the best signal reception.

## Connecting to UO\_WIFI: Apple Mac PC

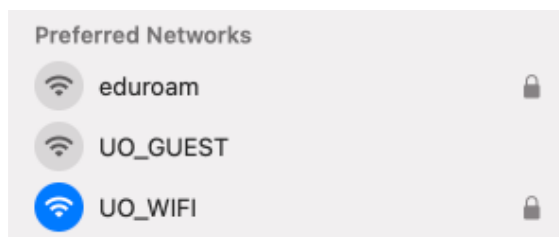
1. Click the **Wi-Fi icon** by the clock on your Menu bar.



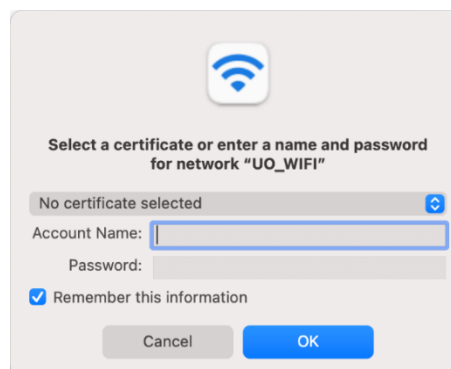
2. Disable Wi-Fi by tapping the Wi-Fi slider. **Wait for 10 seconds.**



3. **Enable** the Wi-Fi back and then select the University network **UO\_WIFI**.



4. Enter your University **username** and **password** and click **OK**.



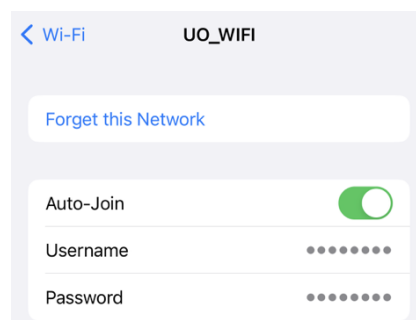
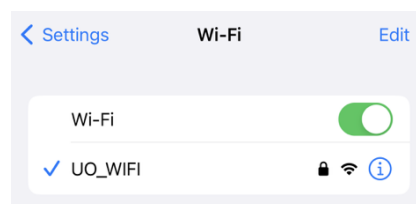
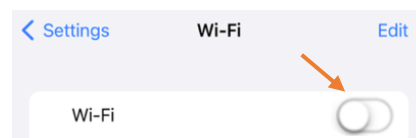
- If you are asked to *Verify Certificate*, click **Continue**. Enter your **computer's password** if you are prompted for it.



You should now be connected.

## Connecting to UO\_WIFI: **Apple iphone (iOS)**

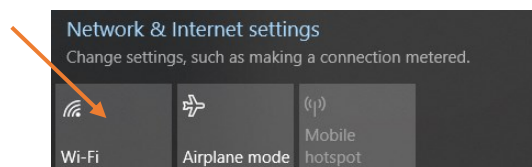
- Go to the **Settings** menu and select **Wi-Fi**.
- Disable** Wi-Fi by tapping the Wi-Fi slider. **Wait for 10 seconds.**
- Enable** the Wi-Fi back and then under networks section select the University network **UO\_WIFI**.
- Enter your University **username** and **password** and tap **Join**.
- Depending on your iOS version, tap **Accept** or **Trust** if being asked for a confirmation.



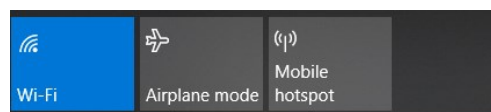
You should now be connected to the UO\_WIFI wireless network.

## Connecting to UO\_WIFI: Microsoft Windows PC

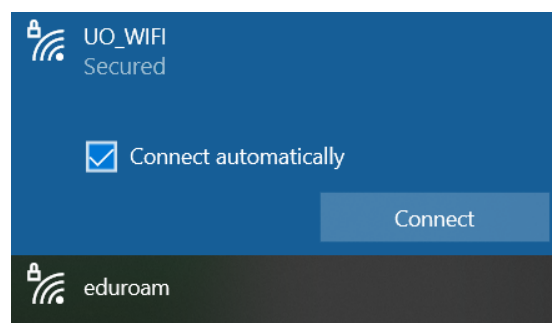
1. Click on the Network icon located in the taskbar (near the clock at the lower righthand side) and **disable** the Wi-Fi.



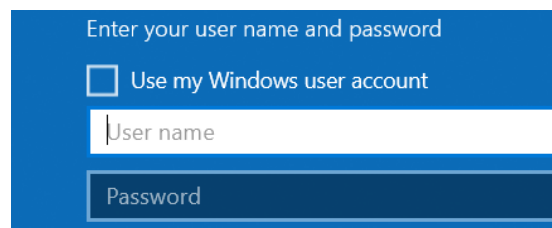
2. **Wait for 10 seconds** and **enable** it back.



3. A box will pop up showing a list of available wireless networks.
4. Select **UO\_WIFI**, tick the **Connect Automatically** box and click **Connect**.



5. A network authentication prompt box will appear. Enter your University **username** and **password** and click **OK**.



6. If prompted to "Continue connecting?" Click **Connect**.

You should now be connected to the UO\_WIFI wireless network.

## Connecting to UO\_WIFI: Android

Please note: Android phones can vary slightly between each manufacturer. The guide below covers the settings that need to be applied but these may look different to the images. On some phones, you may need to click **Advanced** to see the EAP settings.

1. Go to the **Settings** menu and select **Wi-Fi**.

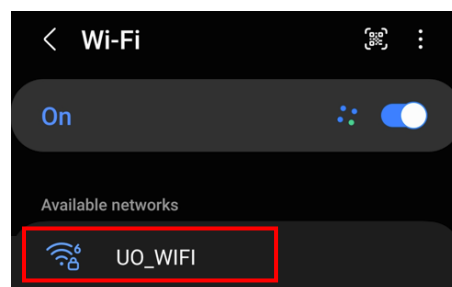
2. Disable Wi-Fi by tapping the **Wi-Fi slider**.

**Wait for 10 seconds.**

3. **Enable** the Wi-Fi back.



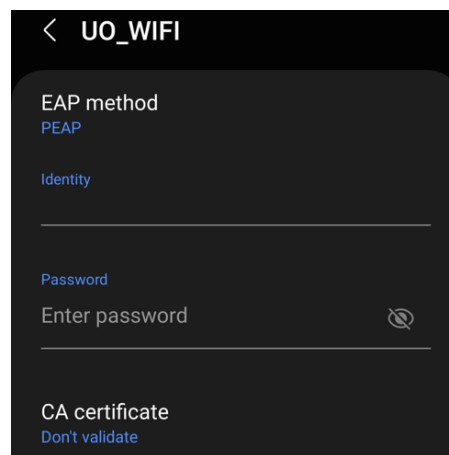
4. Select the University network **UO\_WIFI**.



5. Enter your **University username** in the **Identity** field and your **University password** in the **Password** field. Click **Connect**.

Sometimes your username and password is all you need. But your phone may prompt you for additional entries to set, here are the options:

- Do not enter anything into the **Anonymous identity** field
- EAP method: **PEAP**
- Phase 2 authentication: **MSCHAPV2**
- CA Certificate: '**Don't validate**' or '**Unspecified**'
- MAC Address Type: Use device MAC



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## Are you still having trouble connecting to the Wi-Fi?

Contact AskOtago on +64 3 479 7000 or 0800 80 80 98, or visit the AskOtago Central Hub at Central Library (ISB), Dunedin campus.

Or, if you have Internet access via your mobile network, you can email [askotago.it@otago.ac.nz](mailto:askotago.it@otago.ac.nz)

Provide AskOtago with the following information:

1. Your name, University username, email address and mobile phone number.
2. Your device type (laptop/desktop/phone), brand and model.
3. Your device's MAC address (look for it under Wi-Fi detailed settings).
4. Your detailed location (e.g. Hayward college, 2<sup>nd</sup> floor, room 254).
5. What the issue is that you are experiencing.
6. Your nearest Wi-Fi AP (router) name and MAC address, if available.

Examples of Wi-Fi AP (routers) used at the University, and the label:

