Which wifi network to select

Hotspot-secure is the main campus wireless network and is available in all campus buildings. [https://warwick.ac.uk/services/its/servicessupport/networkservices/wifi/hotspot-secure/](https://warwick.ac.uk/services/its/servicessupport/networkservices/wifi/hotspot-secure/)

Resnet-secure is the wireless network available in most campus residences, for Warwick University members. [https://warwick.ac.uk/services/its/servicessupport/networkservices/wifi/resnet-secure](https://warwick.ac.uk/services/its/servicessupport/networkservices/wifi/resnet-secure)

Connection instructions for Windows 7

When in range of the wireless network, click on the network icon in the bottom right corner of the screen, and select hotspot-secure or resnet-secure from the list of available networks. Click Connect.

Enter your IT Services username e.g. u1512345 in the Network Authentication window. Leave the Logon domain field blank if the field shows. Click OK.

If you see a message The connection attempt could not be completed, click Connect.

Troubleshooting the connection

Go to Start > Control Panel > [Network and Internet] > Network and Sharing Center. Select Manage Wireless Networks in the left hand pane of the Network and Sharing Center window. Click the Add button in the top bar of the Manage Wireless Network window.

Click Manually create a network profile.

Network Name: hotspot-secure [or resnet-secure]

Security Type: WPA2-Enterprise

Encryption Type: AES

Security Key: <Leave Blank>

Tick Start this connection automatically.

Untick Connect even if the network is not broadcasting

Click Next.

Click Change Connection Settings and then choose the Security tab.

Click on the Settings button next to Microsoft: Protected EAP (PEAP)

Tick the Validate server certificate box and tick QuoVadis Root CA2 G3

Under Select Authentication Method make sure Secure password (EAP-MSCHAP v2) is selected and click on Configure.

Untick Automatically use my Windows logon name and password.

Click on OK three times to close all windows.

Try connecting to hotspot-secure or resnet-secure again now, entering your IT Services username and password, then click Connect. Open a web browser to check that you can view webpages.

If you still have problems connecting, please visit us in the IT Services Help Desk Drop in Centre on the 1st floor in the Library.

IT Services Help Desk | helpdesk@warwick.ac.uk | warwick.ac.uk/its

Continued overleaf →
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