12f Wifi – Windows 10

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/servicesupport/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/servicesupport/networkservices/wifi/resnet-secure

Connection instructions for Windows 10

When in range of the wireless network, click on the wifi 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.

In the Windows Security Sign in box, enter your ITS username (usually in the format u1512345) and password then click OK.

Check that you can search the internet, by opening a web browser and viewing pages.

Troubleshooting connection issues

Click the wifi network icon bottom right. Click Network settings, then click Manage known networks. Click hotspot-secure then click Forget. Repeat for resnet-secure if necessary.

If you have a long list of networks, right click any not required and click Forget, to tidy the list as this can slow down connection. Try connecting again.

Other settings to check if you still can’t connect

Follow the steps to Forget hotspot-secure. You can then add it manually:

Right click the wireless icon bottom right, and click Open Network and Sharing Center.

Select Set up a new connection or network in the centre of the Network and Sharing Center window then click Manually connect to a wireless network. Click Next.

Click Manually create a network profile.

Network Name: hotspot-secure (or resnet-secure)

Security Type: WPA2-Enterprise

Encryption Type: AES

Tick Start this connection automatically. Click Next then, at the message Successfully added hotspot-secure, click Change Connection Settings and then choose the Security tab.

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

Tick the Verify the server’s identity box and tick QuoVadis Root CA2 G3

Click the Configure button and make sure there is no tick in Automatically use my Windows logon name. Click OK.

Click on OK to close all windows.

Repeat for resnet-secure if necessary.

Try connecting to hotspot-secure again from the list of available wireless networks, entering your ITS username and password. Open a web browser to check you can see 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.
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**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)

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