



Trouble connecting to wireless on Windows?

CCACwireless

Current Student: Use **CCACwireless**
Access the wireless network at CCAC using our secure encrypted connection.



guest@ccac

Visitor: Use **guest@ccac**.
Access is valid for 24 hours, and is not secure. Don't have a Guest Account, click the link to self-register.



Forget the network.

Right-click and choose **"Forget network."** Select the network and login.

Has your password expired?

Check by logging in on a wired connection. If unable to login on a wired connection, reset your password at netid.ccac.edu.

Is Wi-Fi on?

Go to Settings and make sure Wi-Fi is on.



What is the signal strength, i.e. how many bars?



You might be too far from a wireless access point. Move closer to an access point.



Disconnect, reboot and reconnect.

If you still cannot connect, select the network and choose disconnect. Then reboot the device, and reconnect.

Remove the network.

If the network was configured incorrectly, go to the **Network and Sharing Center**. Go to **Manage Networks**. Click the network name and choose **Remove**. Instructions to configure wireless networks are available in the Open Labs.

Trust the Certificate.

If prompted, click Trust to allow the device to trust the CCAC authentication server.

Always disconnect.

When you are finished working on a wireless network, always disconnect to release the IP address and avoid connection problems in the future.

Come to the Open Computer Lab for assistance.

If you are still having problems, come to the **Open Computer Lab** for assistance or call the ITS ServiceDesk at **412.237.8700**.