



Wireless tips

The best resource for troubleshooting and correcting wireless network problems is the Central IT Technical Support Helpdesk. The staff can help with wireless configurations and they will report wireless connection issues to ACNS. They are located on the 1st floor of the Morgan Library and can be reached at (970) 491-7276 or help@colostate.edu.

Campus networks

Campus wireless networks provide ‘**csu-eid**’ for campus users, ‘**eduroam**’ for international use, and ‘**csu-guest**’ for visitors.

Don’t use the default setting for most wireless networks to “connect automatically”, use discretion and follow the tips below. This setting causes your device to attempt to connect to any network where it has connected before and will advertise both your home network and places you visit.

Almost all modern devices discover the campus network settings correctly and only require that you enter your eID login name and eID password. The login for ‘csu-eid’ can be simply your eID. ‘eduroam’ requires eID@colostate.edu and this will also work for ‘csu-eid’. If your current settings don’t allow you to connect, just remove (delete) the current setup or profile and add a new connection. There is no easy way to edit and fix your current settings.

If you set your wireless mobile device to connect automatically to ‘csu-eid’ it should connect when you open the device and reconnect if the connection drops. You only want to use this settings for a single campus network.

Use ‘csu-eid’ or ‘eduroam’ for security and best speeds. Pick one and set to “connect automatically” if desired. Do not set ‘csu-guest’ to “connect automatically”. This network is insecure and should not be used by students or staff. On some devices you can set a preferred connection order. This may or may not work as expected. Setup a password protected screen saver on your device.

Configuration Tips/Walk-Throughs

Windows laptops:

Connect automatically -- Starting with Windows 10 you can edit the properties of your wireless networks on uncheck this option. In Windows 7 you have to connect to the network before you can edit the setting.

By default the Windows OS will turn off the wireless card after 15 minutes of idle time. If you lose connection every few minutes check for this setting under power save options.

iPhone:

The iPhone will disconnect from the wireless network every time it goes to sleep or the screen saver turns on. It will reconnect automatically when it wakes up if set to connect automatically. This is an optional setting.

Settings → Wi-Fi → Ask to Join Networks (on)

Select a network

To fix a bad profile, Settings → click network on far right side → Forget This Network



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To disable Auto-Join, Settings → Select network on far right → turn off Auto-Join

Leave default settings for:

- IP (automatic)
- DNS (automatic)
- Configure Proxy (off)

Android:

- Home -> Settings -> Wireless and Networks
- Press Wi-Fi and select your network

Windows:

Network and Internet Settings → Wi-Fi → Manage Known Networks

Add a new Network

- Enter network name: csu-eid
- Security type: WPA2 Enterprise AES
- EAP method: Protected EAP (PEAP)
- Connect automatically (optional)
- Connect even if this network is not broadcasting (not necessary)
- Save

Select network from Wi-Fi list (lower right corner wifi signal icon)

- Connect (automatic box is optional)
- You'll be prompted for username (eID or eID@colostate.edu) and eID password
- Do not use your Windows user account
- Accept the certificate and select Connect

IOS:

Network signal Icon at top right of screen

Open Network Preferences

Select network to use

- Mode: (Automatic)
- Username: eID or eID@colostate.edu
- Password: eID password
- Remember this network (optional – saves password for automatic reconnect)
- Join
- Upon connecting you should need to accept certificate for freerad.colostate.edu
- View certificate, Cancel, or Continue
- May need to agree to updating your Certificate Trust Settings (adding freerad.colostate.edu)
- Update Settings (IOS password – not eID password)
- Do not modify 'Advanced' settings

To remove or forget a network

- Under Network Preferences → Advanced → Wi-Fi tab
- Select network to remove → click – button
- Can also drag networks in a preferred order (may not work as expected)