TAFENSW Wi-Fi Network - Troubleshooting Guide

1. **You must use your current 2018 TAFE username and password.** If you do not know your username and/or password, please ask library staff to help you.

2. If TAFENSW will not connect, and it is only showing the TAFENSW-GUEST access, your username or password may not be correct. Ask library staff to check your username and reset your password – you should then be able to connect to TAFENSW. (The GUEST Network is not available to students)

3. On phones and iPads, if you can connect to the Wi-Fi but you cannot get to the internet, make sure you **configure your proxy settings.** Instructions are available on the library website for your specific device type. (See below for more info for iOS devices)

4. Please note that some **social media apps** are blocked from TAFE NSW Wi-Fi network. Tip: Try using your browser rather than the app.

5. If the Wi-Fi connection is not working after following the set-up guide for your device, or you have changed your TAFENSW password, you may need to **forget** the TAFENSW network on your device, turn off Wi-Fi and restart your device. See the instructions provided below.

### More help for iOSX devices ( iPhones and iPads)

If the usual procedure of setting the *Proxy* to *Auto* did not work, try the following steps:

1. Select the **Settings** menu icon on your device, and select the **Wi-Fi** option
2. On the **TAFENSW** line, tap the blue **info** icon
3. Scroll to the bottom and under **HTTP PROXY**, select **Manual**
4. Enter `proxy.tafensw.edu.au` in the Server field and **8080** in the Port field and then tap on `< Wi-Fi` located on the top left of the screen.
5. Close **Settings** and open your browser to access the Internet – enter `google.com.au` in the address bar.
6. If you are able to see the Google search page, you have configured the proxy settings correctly.

**Is your Wi-Fi connection no longer working? Have you changed your password?**

If entering your new password does not work, follow the steps below to **Forget** the TAFENSW Network, turn off Wi-Fi and restart your device. You can then reconnect by following the set-up guide for your device type and store your username and new password.
Windows 10
- From the Start menu, click the cog icon to open the Settings app.
- Click on Network & internet, then click on Wi-Fi in the left-hand menu
- On the right, click on Manage known networks.
- Click on TAFENSW network, and click the Forget button.

Windows 8
- Access Settings and then choose the Wireless icon.
- Right-click on the TAFENSW network and choose Forget this Network.
OR
- Press the Windows key and C to bring up the Windows 8 Charms bar. Click Settings, then Change PC Settings.
- In the left-hand menu, click Network and then Manage known networks
- Click on the TAFENSW network name and then on the Forget button

Windows 7
- Go to Start > Control Panel > Network and Internet > Network and Sharing Center
- Choose Manage Wireless Networks from the options on the left.
- Highlight the TAFENSW network and choose Remove

Mac OS X (10.8)
- Go to System Preferences > Network
- Select WiFi on the left
- Choose the wireless network from the list & then click on the Disconnect button
- Click on the Advanced button
- Select TAFENSW from list and then click on the (-) button to remove it from the list
- Click on the OK button
- Click the Apply button

iOS
- Choose Settings > WiFi > TAFENSW network – and click on the blue info arrow.
- Choose Forget this Network

Android
- Go to Settings > Wireless & Networks
- Choose WiFi Settings
- Long press the network TAFENSW > Choose Forget Network

Supported devices
We cannot provide a detailed list of supported devices that will connect with TAFENSW Wi-Fi
These are the general requirements for connections:
- Support of 802.11 a/b/g/n/an in either 2.4 or 5 Ghz spectrum
- Support of 802.1x for Authentication
- Support of WAP2 for Encryption

22 May 2018