You are unable to connect to the Internet through WiFi

Can other people in the nearby vicinity connect?

YES

Is the issue happening wherever you go?

YES

- Is your password entered correctly?
- If yes, are your wireless connection settings correct?
- If yes, please visit our Front Office on Cissie Gool Plaza for assistance.

NO

None of the above

Log a call at https://uct.service-now.com/ess/ and providing your name, student number and the MAC address of your device.

NO

How widespread is the issue?

Localised to a radius of 10-30 m

Is the area crowded?*

YES

Try moving to another location.

NO

Is the light on the nearest AP on?**

NO

Log a call with ICTS providing your exact location, the date and time, your student number and the AP number (on the front or side of the AP).

YES

Are you in range of the available APs?

View the wireless maps of the area you are in. Try moving to another location, closer to an AP.

Widespread (radius of >30m) or whole floor or building

- Look for an announcement on the ICTS Facebook page, Twitter feed and on the announcements pane on the ICTS website.
- Check your email for messages about possible WiFi problems (if you are not subscribed to this mailing list, please do so here).
- If there are no announcements about the issue, please log a call online describing the problem, your location, how widespread the problem is and your student number and your MAC address.

NOTE: You can also access the network through wired network points - in most residence rooms and in student computing labs. Remember that wired connections are faster and more efficient than wireless connections.

* Crowding may cause possible overloading of the access point (AP) which may not be able to support the volume of traffic. Connectivity for some individuals may be affected.

**If the light on the AP is solid blue or green, it should be functioning correctly. If the light is either flashing green or is not glowing at all, there may be a problem with the AP.