

Basic Troubleshooting Tips

Problem: I am connected to CougarLANd, but the welcome page will not open.

Possible Solution: Check your TCP/IP settings. TCP/IP should be setup to obtain an IP and DNS address automatically. If you have a static address entered in either the IP address or DNS section, you will need to change it to obtain automatically.

Problem: I receive the welcome page, but after I enter my email address and click the login button I am still at the welcome page.

Possible Solution: After entering your email address, be sure you check the box "I agree to Collin's wireless network Appropriate Use Policy" before you click the Log in button. If you are still having the same issue, then try rebooting your computer.

Problem: I cannot connect to CougarLANd or I am connected and the signal is very weak.

Possible Solution: Try moving to another location.

Problem: I was connected, but now I cannot access any web pages.

Possible Solution: You may have been timed out by the system. Try rebooting your computer and connecting again.

If you need further troubleshooting assistance, please call Collin's Help Desk at 972.548.6555.