Instructions for Mac Users

1. Make sure AirPort is turned on. *If AirPort is off, go under the AirPort menu and select Turn AirPort On.*
2. Click on the **AirPort icon** then click the wireless network **CougarLANd**.
3. Launch your Internet browser. At the welcome page, be sure to click on and read the **Appropriate Use Policy**. Enter your **CougarWeb Username and Password**, then click the **Log in** button.

Troubleshooting Tips

Problem: I just changed my Collin password and now I cannot login to CougarLANd.

Possible Solution: Try logging into CougarWeb using your new password, then try logging into CougarLANd.

Problem: I am not able to see the broadcast SSID/Network after I click on my AirPort menu.

Possible Solution: If you are unable to see the broadcast SSID/Network Name CougarLANd, then you will need to add the connection manually. Click on the AirPort menu and choose Join Other Network. Enter **CougarLANd** in the Network Name blank with no security. CougarLANd is case sensitive.

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

Possible Solution: Check the AirPort TCP/IP properties to make sure you are receiving a valid IP address. TCP/IP IPv4 should be set to Using DHCP. Also check the DNS tab. If there is an IP address other than 10.x.x.1 listed under DNS servers, then write down the IP address and remove. You should only see a 10.x.x.1 IP address listed.