

## Instructions for Windows 8 Users

1. Press the **Windows key**, then press **C** to view the charms bar. Click Search, then type **WiFi**. Select **Connect to a network**.
2. From the Networks side bar, select **CougarLANd**, then click the **Connect** button.
3. After you are connected to CougarLANd, 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 receiving the CougarLANd Welcome Page.

**Possible Solution:** Check your TCP/IP settings.

From the Control Panel, select **Network and Sharing Center**

On the left side of the window, choose **Change adapter settings**.

Right click on your Wi-Fi card and select **Properties**.

Double click **Internet Protocol Version 4 (TCP/IPv4)**

Make sure both options are set to **Obtain automatically**

Click **OK**

At the Wi-Fi Properties page, click **OK**.

Launch your browser to see if the "Welcome" page will open.

**Problem:** I receive the welcome page, but after I enter my username and password I am still at the welcome page.

**Possible Solution:** Do you have a Collin CougarWeb username and password? If you are a faculty or staff member, you will need to contact the Help Desk for information on how to obtain your username and password. If you are a Guest to Collin, you will need to contact your Collin Sponsor for login credentials.

**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.