

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 **CougarWiFi**, then click the **Connect** button.
3. Launch your Internet browser. At the welcome page, be sure read the **Appropriate Use Policy** before logging in. Enter your **CougarWeb Username and Password**, click the **I agree to the terms and conditions** box, then click **Sign On**.

Troubleshooting Tips

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

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

Problem: I am not receiving the CougarWiFi 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 CougarWiFi 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.