Tips on Using WSU Wireless Network

1. Which Wi-Fi network should I choose? Users have the following options when logging on to our Wi-Fi: **WSU, WSUguest, WSUplay, WSUtest,** or **Eduroam**. If you have a Worcester State University account (@worcester.edu), you should always login to the **main WSU domain** network. It is a secure network and provides members with access to their myWSU portal, Community, and services provide by the University. The WSU domain should be the one you always use, unless you are off-site. When traveling to another higher education institution, you may tap into the **Eduroam** Wi-Fi network with your WSU credentials.

2. **Visitors** to campus should be directed to use the **WSUguest** Wi-Fi option. This login will give a guest access to the Internet, but not the University's internal system. Please note that in addition to access limitations, a guest may experience bandwidth limitation also.

3. If you are an **Apple** device user, you may experience authentication issues when logging onto the WSU wireless network. Because Apple devices tend to look for the open network, they gravitate towards our WSUguest network or even our WSUplay network. If you run into this issue when trying to join the WSU network, simply quit and re-login. If you are prompted with an option to the certificate, accept and you should successfully join our Network.

4. Do you have an **Xbox, Play Station, Apple TV** or **other gaming device**? Then login to **WSUplay**.

5. Perhaps the most common issue is the password reset. When you change your password to gain access to your network portal, do not forget you have to update all your devices: iPhone, Android, iPad, Galaxy, Xbox, etc. 6. Whenever you experience an issue, please visit IT.worcester.edu and click on Support and Training. In this case you should find support documentation which will walk you through any of the suggestions mentioned above. If you can't get online, call the Helpdesk at Ext. **8856**.