CityU Wireless connection troubleshooting guide for Mac

If you are having issues connecting to the CityU Wireless on your Mac, please try the steps in the order provided below to help resolve the issue.

Be sure that you are selecting the correct Wireless network from the list below.

IF you are a Student: CityU_Student
If you are Adjunct Faculty: CityU_Student
If you are Staff: CityU_Staff

1. Disable and then re-enable Wi-Fi on your Mac.

If you have the Wi-Fi status symbol shown in the top menu bar, you can simply click the Wi-Fi icon and select Turn Wi-Fi OFF and then back ON again. If the Wi-Fi status is not available on the menu bar, then you will need to Turn Wi-Fi off through Network Preferences (see below).

Cycle Wi-Fi OFF and back ON from the top menu bar.
Cycle Wi-Fi OFF and back ON through Network Preferences. Be sure Wi-Fi is selected on the left and then hit Turn Wi-Fi Off and then turn back on.

Try connecting to the wireless network again. If you still encounter connection issues, go to the next step.
2. Forget Wireless Network in OS X

Select the Wi-Fi icon along the top menu bar and click on Open Network Preferences at the bottom of the drop down menu.

![Wi-Fi settings on Mac](image-url)
Be sure Wi-Fi is selected on the left and click Advanced...
Select the Wi-Fi network you wish to Forget, and click the minus sign as shown in the image below. Click OK.

Go back to Wi-Fi and try connecting to the network again.