Unable to connect to TTUguest wireless network

Symptoms

If previously connected to TTUguest, an older TTUguest wireless network profile might be saved with an outdated pre-shared key (PSK).

Cause

1) Remove the TTUguest wireless network profile from the stored networks on your computer/device.

2) Try reconnecting to TTUguest using the current pre-shared key (PSK) given to you.

**TIP:** The password to TTUguest changes periodically without notice. To ensure you have the latest password, ask the faculty or staff member who is sponsoring your event to look up the latest password.

Outcome

You will now be connected to the TTUguest Wi-Fi network.

Solution

Go through the steps in the Solution field with the customer. If the customer still cannot connect, check the Enterprise Monitor to make sure the network in their building isn't having known connection problems.

Do *not* provide the current TTUguest password to the customer. Faculty and staff members at TTU can look up the password themselves, and guests should obtain the password directly from the faculty or staff member who is sponsoring their visit to campus.

Solution Properties

- **Solution ID:** 131018140742097
- **Last Modified Date:** 01/17/2020 09:45:09 AM
- **Author:** raking