Unable to connect to TTUnet wireless network in Android 8 or 7

Causes

Various

Solution

TIP: If you connect to TTUnet Wi-Fi in one location and then move locations, your device may attempt to maintain its connection with the wireless access point at the previous location. This can result in a slow connection or the appearance that there is no connection at all. To resolve the problem, simply disable Wi-Fi on your device and enable it again (Steps 1 through 4 below). This will cause your device to re-establish a TTUnet connection using the closest access point.

1) Open **Settings**.

2) Tap **Wi-Fi**.

3) If Wi-Fi is turned on, slide the switch to the "off" position.
4) Slide the Wi-Fi switch back to the "on" position. Check to see if the issue has been resolved. If not, proceed to Step 5 for additional troubleshooting.

5) If you continue to experience connection problems, remove the network from your device in either Android 8 or Android 7. Then, follow the instructions to set up the connection again in either Android 8 or Android 7.

   **TIP:** When you set up the connection again, try putting `ttu\` in front of your username if you are a TTU user and `ttuhsc\` in front of your username if you are an HSC user. For instance, a TTU user with the username jdoe would type `ttujdoe` as the username. If that does not work, TTU users can remove the network again and put their TechMail address as the username (e.g., `john.doe@ttu.edu`).

6) If you still cannot connect, try turning off your device and turning it back on again.

7) Try connecting again. If you cannot connect, you may consider choosing to reset the network settings on your device in either Android 8 or Android 7.

   **CAUTION:** Using the reset network option will reset all network settings, including Bluetooth pairing records, Wi-Fi passwords, VPN connections, and APN settings.

**OUTCOME**

Your device should be able to connect successfully to the TTUnet wireless network. If not, you may need to restore your device from a backup.

**Solution Properties**

**Solution ID**