

Troubleshooting UT Wireless

If you are having problems connecting to the UT wireless network:

- 1. Make sure your computer's wireless access is enabled.** Turning on and off your wireless access varies based on your computer and operating system. You may have turned wireless off using a physical button on the computer, or disabled it through the operating system's connection settings.
- 2. If this is the first time you have used wireless on campus, make sure your computer is finding the wireless access point *guest.utexas.edu*.** Some computers will automatically try to connect to the last wireless network you used; you will need to make sure it finds the guest network.
- 3. Make sure you have authenticated on the system.** Once you have connected to *guest.utexas.edu*, you will need to open an Internet browser and log in with your UT-EID and password when prompted.
- 4. If you have not connected to the *restricted.utexas.edu* network, follow the setup instructions.** See the [ITS Wireless](#) page for more information.
- 5. If you have any other problems with the wireless network, visit the SWAT Shop (CBA 1.328) or the [ITS Help Desk](#).**