Connecting to SJCD-Secure Wireless

The following provides instructions on how to connect to the SJCD-Secure Wireless Network from a variety of operating systems and devices. If you experience any difficulty with these instructions, please contact the Tech Support Office at 281-998-6137 for TechSupport@sjcd.edu for assistance.

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Windows XP Instructions

NOTE: The steps below should only need to be completed once (unless you are utilizing a shared laptop). All other subsequent attempts should immediately connect to SJCD–Secure upon completion of Step #2.

1. Access the list of available wireless networks:
   - Click on the Start button.
   - Go to Connect To.
   - Select Wireless Network Connection

2. Double-click on the SJCD-Secure network to connect.

3. The connection will result in an error message near the notification area of the taskbar stating 'Windows was unable to find a certificate to log you on to the network SJCD-Secure'. When this appears, click on the error message.
4. On the Wireless Network Connection dialog screen, click on **Change Advanced Settings**.

5. In the dialog box that appears, select the **Wireless Networks** tab.

6. Click on SJCD-Secure once to highlight it and then click on **Properties**.

7. Under the Association tab, ensure Network Authentication is set to **WPA2** and Data Encryption is set to **AES**.
8. Click on the **Authentication** tab.

9. Ensure the EAP Type is set to **Protected EAP (PEAP)**.

10. Ensure that 'Authenticate as computer when computer information is available' and 'Authenticate as guest when user or computer information is unavailable' are unchecked.

11. Click on **Properties**.

![Screenshot of Properties window](image)

12. Ensure that **Validate Server Certificate** is unchecked.

13. Set Select Authentication Method to **Secured password (EAP-MSCHAP v2)**.

14. Click on **Configure**.
15. Uncheck 'Automatically use my Windows logon name and password (and domain if any)'.

16. Click on OK.

17. Continue clicking on OK until all dialog boxes are closed.
18. The system will automatically attempt to connect to the SJCD–Secure network, at which time a notification balloon will appear near the taskbar that states 'Click here to select a certificate or other credentials for connection to the network SJCD–Secure'. Click once on the notification.

NOTE: If this balloon does not appear, navigate to your available wireless networks and try disconnecting/reconnecting to SJCD–Secure.

19. A login prompt will appear. Enter your SJC username and password (leave the Logon Domain field blank).

20. Click on OK to connect to the wireless network.
Windows 7 Instructions

1. Click once on the Wireless Connections icon in the taskbar. If you are unable to locate this icon, follow these steps to view available wireless networks:

   a. Click on the **Start** button and select **Control Panel**.

   ![Control Panel](image1.png)

   b. Select **Network and Sharing Center**.

   ![Network and Sharing Center](image2.png)

   c. Select **Connect to a network**.

   ![Connect to a network](image3.png)
2. Click once on **SJCD-Secure** to select it and then click on **Connect**.

3. You should immediately be prompted to enter login information. Enter the same username and password that you use to access SOS or a campus computer.

4. Click on **OK**.

5. You may receive an error stating 'The Credentials provided by the server could not be validated...'. If you receive this error, simply click on **Connect**.
Mac OS Instructions

1. Click on the AirPort icon in the menu bar.

2. In the sub-menu that appears, click on SJCD-Secure.

3. In the dialog box that appears, enter the same username and password you use to log into a campus computer.

   CAUTION: When entering the username, you MUST include 'MAIN\' before entering your network ID. For example, if your G# is G00123456, you're username would be MAIN\G00123456.

4. Ensure that 802.1X is set to Automatic.

5. Click on OK.
iPad Instructions

1. Tap the **Settings** application icon on your iPad

![Image of iPad settings](image)

2. In the Settings screen, select **Wi-Fi** from the menu on the left.

3. From the list of available networks, tap **SJCD-Secure**.

![Image of available networks](image)
NOTE: If no networks are displaying, check to ensure Wi-Fi is turned on. If off, simply tap the on/off button to enable wireless.

4. A login prompt should now appear. Enter your SJC username and password (same login used for SOS or a campus computer) in the provided fields, then tap Join.

5. Next, you may receive a notification reporting the certificate at securelogin.arubanetworks.com is Not Verified. If you receive this message, simply tap Accept.

6. Your iPad should now automatically connect to the SJCD-Secure Wireless. Successfully connection will be denoted by a check mark next to the wireless network.

7. You will now be able to browse the internet or use apps that require internet access.