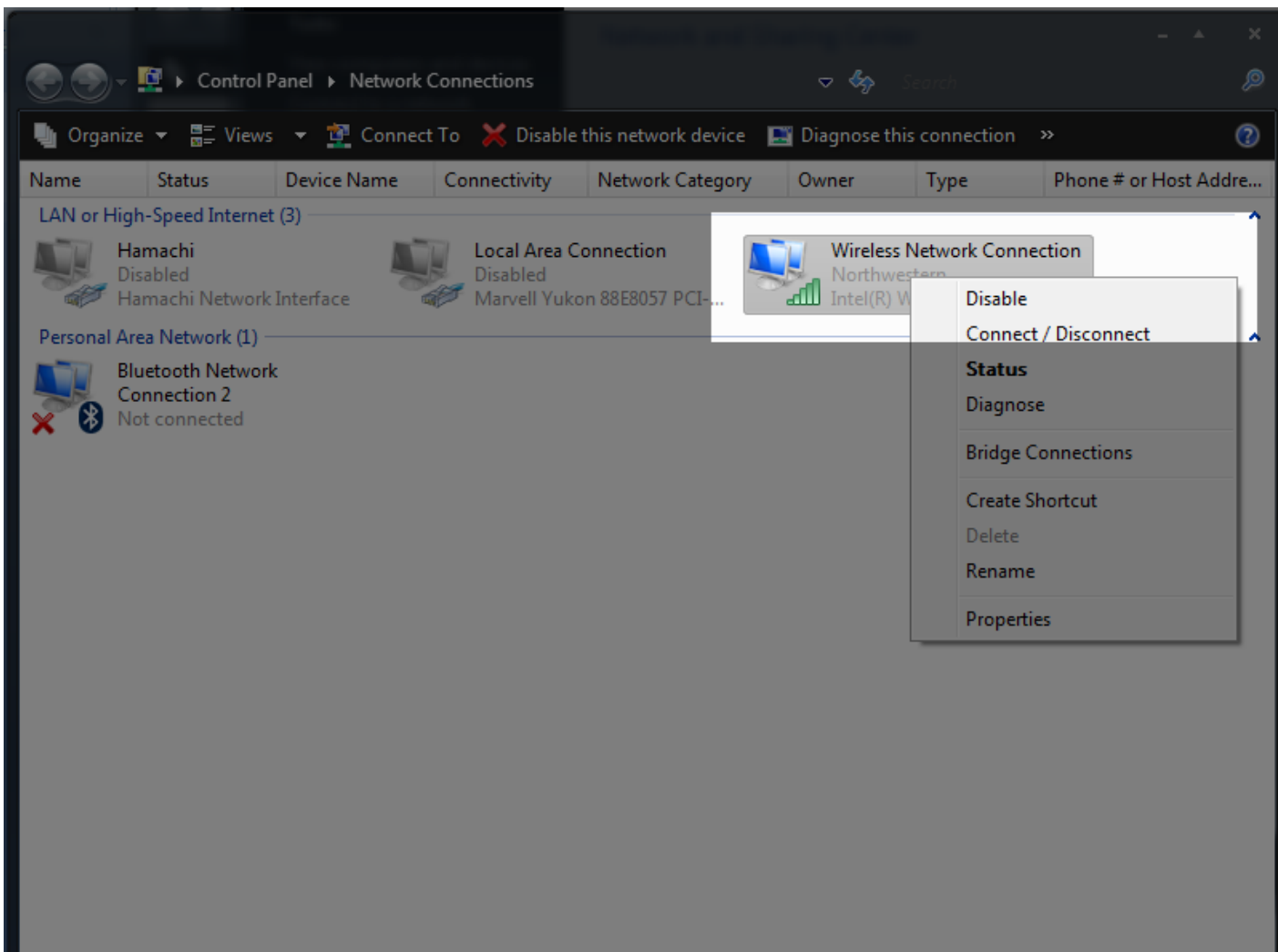


NORTHWESTERN DEBATE INSTITUTE NETWORK

TROUBLESHOOT GUIDE

BEFORE ASKING QUESTIONS, always try these steps:

1. Use the built in diagnosis program for your operating system.
2. Restart your computer.
3. Reset your network adapter.



This screen can be reached through the network and sharing center. See further instructions below.

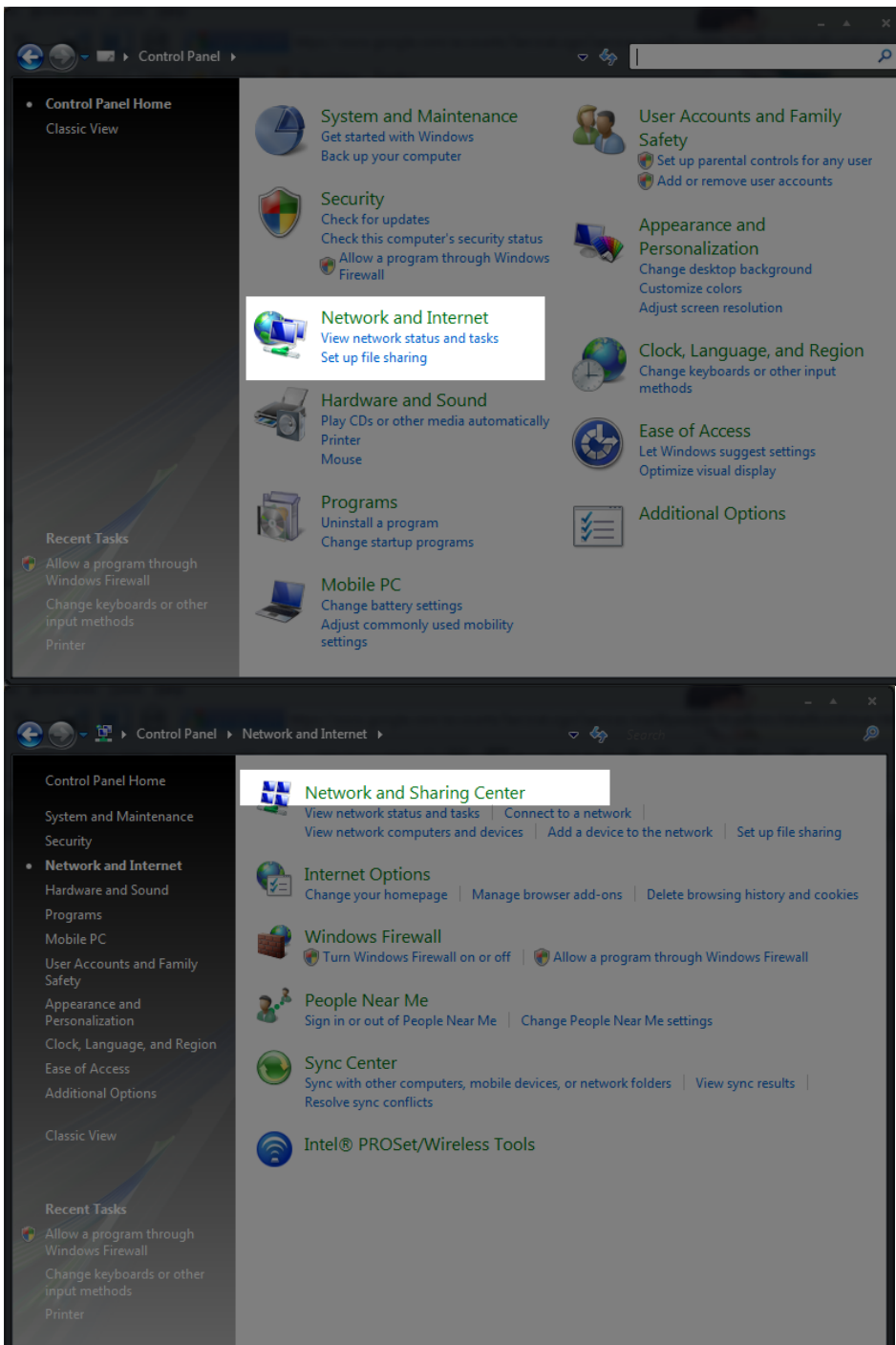
If that fails to work...

Problem: When I try to connect to the Northwestern network, it gives me an error message without asking me for my netID and password.

Explanation: This usually means Windows is set to try to use your computer login info for the Northwestern wireless network instead of letting you input your login info.

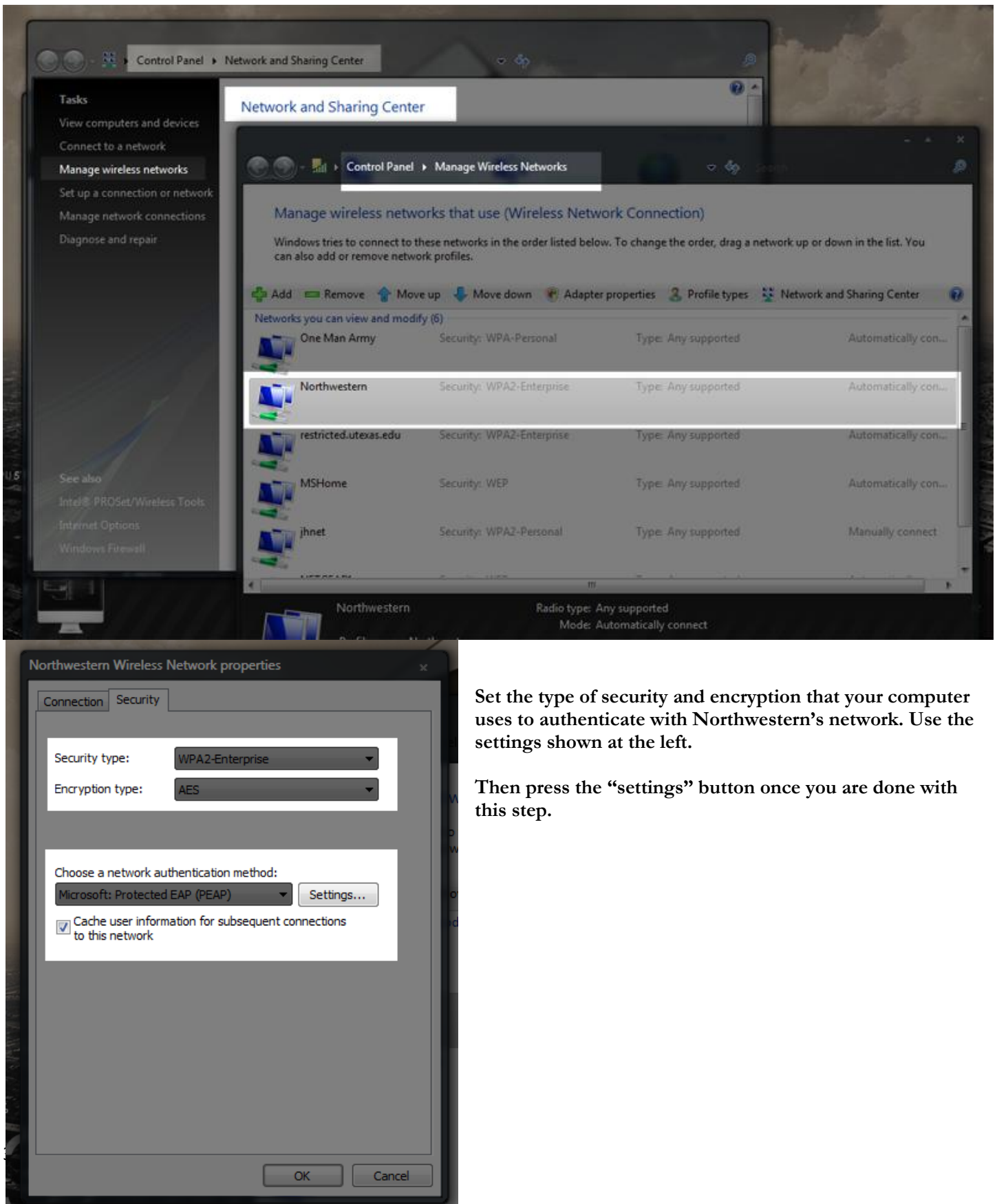
Solution:

Step 1: Open up the Windows network and sharing center. This can be reached through the control panel:



Step 2:

Choose to add a new connection or right click and change the properties for the Northwestern connection if it is already set up.



Step 4: Make sure the following options are selected in these menus. Click the “configure” button and make sure that “Automatically use my Windows logon name and password (and domain if any).” is unchecked. This will make sure you are asked for your login info when you try to connect to the network.

