Telephone, Network and Wireless

I cannot connect to AirYorkPLUS on my Android Device

First, try these general troubleshooting steps found at the link below:

https://ithelp.glendon.yorku.ca/faq/index.php?action=artikel&cat=26&id=79&artlang=en&highlight=airyorkplus

I've checked and my account works but I still can't connect on my Android Device

Potential Problem 1: It won’t give me the option to click “Connect”

1. Ensure you have the following settings on your device when signing into the network
    i. EAP method: PEAP
    ii. Phase 2 authentication: MSCHAPV2
        i. Note: on newer android devices, this option is under “Advanced” when signing into the network.
    iii. CA Certificate: Do not validate
    iv. Identity: your Passport York Username
    v. Password: your Passport York account password

Potential Problem 2: I was connected just fine recently but now I can’t connect. / I changed my password recently and now I can’t get internet on AirYorkPLUS

1. Answer: Try resetting your connection on AirYorkPLUS by deleting and re-adding the network.
    i. To forget the network follow these steps:
        i. Open Settings on your device and go to Connections
        ii. Enter the Wi-Fi settings
        iii. Long-press on AirYorkPLUS
        iv. Select “Forget network”
    ii. Reconnect to AirYorkPlus using the appropriate settings and your Passport York credentials.

If you are still unable to connect, fill out the AirYorkPLUS problem report form found at the following link:
https://www.glendon.yorku.ca/its/ppy/help-resources/forms/glendon-airyorkplus-request/

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Author: Rosa Tarulli
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