

# Telephone, Network and Wireless

## I cannot connect to AirYorkPLUS on my Mac

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

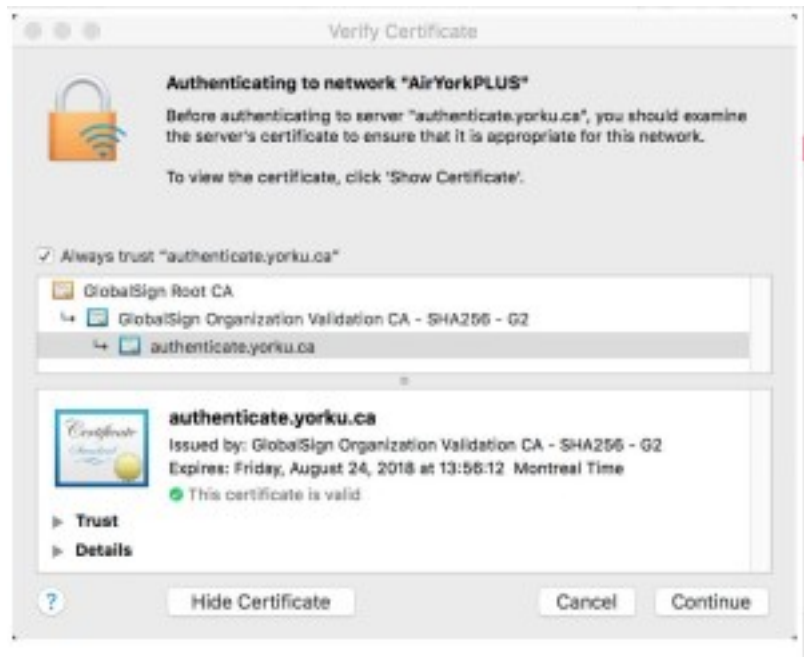
<https://ithelp.glendon.yorku.ca/faq/index.php?action=artikel&cat=26&id=79&artlang=en&highlight=airyorkplus>

## I've checked and my account works but I still can't connect on my Mac

**Potential Problem 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. Click the wi-fi icon on your Mac and go to "Open Network Preferences"
    - ii. Click the "Advanced" button
    - iii. Under the Wi-Fi tab, find and select AirYorkPLUS and click on the "-" (minus sign) at the bottom of the list to remove it.
      - α. Pro tip: if you have Wi-Fi info and AirYorkGUEST in the list, you should delete these as well for a cleaner interface.
  - ii. Reconnect to AirYorkPlus in the dropdown menu next to "Network Name"
    - i. Enter your Passport York credentials to authenticate to the Wi-Fi
      - α. Should a pop-up appear about verifying the certificate, click on "Trust" or "Continue" depending on the option presented.

# Telephone, Network and Wireless



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/>

Unique solution ID: #1106

Author: Rosa Tarulli

Last update: 2019-08-27 04:17