Telephone, Network and Wireless

I cannot connect to AirYorkPLUS on my Windows 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 Windows Device

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. Open your Start Menu
        ii. Go to Settings, then Network and Internet
        iii. Click Wi-Fi in the left sidebar
        iv. Click “Manage known networks”
        v. Select “AirYorkPLUS”
        vi. Click "Forget"
        vii. Exit settings
    ii. Re-select AirYorkPLUS from the available Wi-Fi Networks and use your Passport York credentials to reconnect.

Potential Problem: I tried deleting and re-adding the network but it still won't let me connect

1. Answer: Try deleting the network and re-installing the AirYorkPLUS Setup application before reconnecting
    1. To forget the network follow these steps:
        i. Open your Start Menu
        ii. Go to Settings, then Network and Internet
        iii. Click Wi-Fi in the left sidebar
        iv. Click “Manage known networks”
        v. Select “AirYorkPLUS”
        vi. Click "Forget"
        vii. Exit settings
    2. Download and re-install the AirYorkPLUS setup client from Computing’s website to ensure your wi-fi card is properly configured:

        http://student.computing.yorku.ca/airyorkplus/

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3. This may give a pop-up in the bottom-right corner of your screen that says:
   "Password required for AirYorkPLUS, Connect?"
   1. Click on the pop-up and when presented with the windows security credentials screen, enter your Passport York credentials to connect to the network.
   2. If this pop-up does not appear or if you don't click it in time, continue to the next step.
4. Click the Wi-Fi icon and select "AirYorkPLUS" then enter your Passport York Credentials.
5. You will likely receive a message saying:
   "Continue Connecting? If you expect to find AirYorkPLUS in this location, go ahead and connect. Otherwise, it may be a different network with the same name.
   1. Click "Connect"

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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