

## ACCESSING OPEN WIRELESS (csun) – TIPS & TRICKS FOR LAPTOP USERS

### PC & MAC USERS

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The following information applies to both PC & Mac users:

- If you use a laptop and do not see the wireless authentication page when you launch any browser, check your wireless network connection settings.
- **Windows/XP/Vista laptops:** Open your Wireless Network Connection window located in the system tray found in the bottom right-hand corner of your Windows desktop and select "csun."
- **Macintosh laptops:** Check for available wireless networks using your Airport and select "csun."
- If your laptop computer does not automatically detect wireless networks, then open your Wireless Network Connection dialog and select "csun."
- If your laptop computer does not automatically detect wireless networks, then check whether the laptop has a Wi-Fi On-Off switch on the sides or the front. Verify that it is turned on and then open your Wireless Network Connection dialog and select "csun".
- If your internet browser (Internet Explorer, Firefox) is not set to direct to a specific home page, it will automatically direct to **about:blank**. When **about:blank** appears in the address bar, type **http://www.csun.edu** to be re-directed to the CSUN Wireless Network Login page.
- At times, your computer may take longer than usual to connect to the wireless network. Opening multiple browsers, closing or refreshing in an attempt to resolve the problem will actually slow down the connection process. If the authentication page takes time to render itself, please be patient. If you experience unusually long wait times, or have connection problems, contact the [IT Help Center](#).
- If you have successfully authenticated to the wireless network and your browser does not immediately connect to your home page, please give the connection process a few seconds. This means that the wireless authentication process has not yet completed successfully.
- If you use an instant messaging program (such as AOL Instant Messenger, iChat or Windows Messenger), or if you use a non-browser based email program (such as Outlook or Entourage), you will now need to open a browser and login using the CSUN Wireless Network Login Page before launching these programs.
- If your smartphone has Wi-Fi/Wireless access and has a web browser, you'll be able to access the "csun" wireless network choosing to join it from the list of available Wi-Fi networks and then by opening your browser and entering your user ID and password on the CSUN Wireless Network Login page. If your smartphone has a data service plan, you can access the Internet as you do today with no changes.

- If you use a device that does not have a web browser, or if you have questions, contact the [IT Help Center](#).

## MAC USERS

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To improve wireless reception on your Macintosh, verify that the order in which your Macintosh searches for connectivity, the service order, lists your airport connectivity as the first method of access. To do so, follow these steps:

1. From the **Apple** menu, select **System Preferences**.
2. From **Internet & Network Preferences**, select the **Network** icon. A new window displays a list of connectivity resources: **Airport**, **Ethernet**, **Bluetooth** and **Firewire**. It is the order in which these options are set that can impact the speed of your device associating to any chosen Wi-Fi network.
3. To reorder the service set, select the \* icon and select **Set Service Order**.
4. Drag the **Airport** option to the top of the list.

Making this change forces your Mac to search for the Airport connectivity before any other method of access such as a direct Ethernet connection. In the event that you are not within the range of a wireless network and your Mac is directly connected to an Ethernet network, the computer will search for the Ethernet connection once an Airport access is not found.

## NEED HELP?

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Contact the IT Help Center by phone (818-677-1400), online at (<http://techsupport.csun.edu>), or in person in (Oviatt Library, Room 33).