1.) Find out which OS they are using:

2.) Has their password expired?
   Ask them, if they are unsure - check at: MyMadison.jmu.edu – Accounts Tab

Choose 3A or 3B

3A.) Connecting for the first time.
   IF they have never connected to JMU-Official-Wireless follow pages 1-6 of “JMU Wireless Network Configuration for OS X 10.8...”

3B.) Connecting after they have changed E-ID password / just not connecting.
   a.) In the upper right corner on the menu bar, click on the Wi-Fi icon, highlighted in purple.
   b.) At the bottom of the listing of Wi-Fi networks, click, “Open Network Preferences...,” highlighted in blue
   c.) In the window that just popped up, click on, “Turn Wi-Fi Off.”
4.) Clear ALL JMU networks
   ex: JMU-Official-Events, JMU-Athletics, & JMU-Official-Wireless
   a.) From the screen on step 3B, bottom right, select “Advanced”...
   b.) Have JMU Network highlighted.
   c.) Press the “-” button, to remove.
       1.) Continue repeating a & b until all JMU networks are gone.
   d.) When done press “ok”
   e.) When back at the screen from step 3B, press apply (bottom right).

5.) Clear out: Key Chain Access
   a.) Using the spotlight tool, (magnifying glass - upper right) type “keychain”
   b.) Select Keychain Access
   c.) the Screen on the left will pop up
   d.) Make sure “login” & “all Items” are selected
   e.) Items to delete (delete by pressing the delete key) - (there maybe more than one of all of the
      following items, make sure you delete all of them.):
         1.) Thawte SSL CA
         2.) thawte Primarry Root CA
         3.) JMU-Official-Wireless
         4.) radius.jmu.edu (User will be prompted to enter **computer password** before this can be
            deleted.)
6.) Reconnecting to “JMU-Official-Wireless”
   a.) Return to the Network Preferences... menu.
      1.) In the upper right corner on the menu bar, click on the Wi-Fi icon
      2.) At the bottom of the listing of Wi-Fi networks, click, “Open Network Preferences…”
   b.) Turn Wi-Fi back on.
   c.) Select JMU-Official-Wireless (You can use pop up window or “Network Name” drop down menu)
   d.) Have them enter their JMU E-ID and Password.
   e.) When the “Verify Certificate” window pops up, select, “Continue.”
   f.) Another window will pop up and prompt user to enter their COMPUTER PASSWORD, when information has been entered click “Update Settings.”
7.) Check for Green Light
   a.) Go back to the Network Preferences menu (above image), if not already there
   b.) You will likely see image A, wait about 15 - 30 seconds
      i.) If after 30 seconds you are still seeing the yellow light, this will need to be referred to
          the Tech Desk or Frye Computing Help Desk
   c.) Once you see, Image B, the user is connected to the network and good to go