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 10.6...

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.) Click “802.1X” to the left from “Wi-Fi”, then go to step 5.

5.) Delete out old User Profiles: JMU-Official-Wireless
   a.) Select any User Profiles that are “WPA:JMU-Official-Wireless” or “JMU-Official-Wireless”
   b.) Once the profile is selected press the “-” button to delete.
   c.) Continue repeating a & b until all “JMU-Official-Wireless,” profiles are gone.
   d.) Once all necessary user profiles are deleted, select “OK”.

6.) Apply Changes
   a.) Now you will be back at the Network Preferences.... (Image from step 3B)
   b.) On the bottom right, click on “Apply.”
7.) Clear out: Key Chain Access
   a.) Using the spotlight tool, (magnifying glass - upper right corner of menu bar) 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.)

8.) Reconnecting to “JMU-Official-Wireless” Part 1
   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.) In the window that popped-up, click, “Turn Wi-Fi 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, click on join.

A/B.)
9.) Create a new “JMU-Official-Wireless” user profile
   a.) From the Network Preferences..., click on “Advanced…” (Image from step 3B)
   b.) Next, select “802.1X”
   c.) Click on the “+” sign, select “Add User Profile.”
   d.) Click in the “Untitled” and name it “JMU-Official-Wireless.”
   e.) In the wireless network drop down, select “JMU-Official-Wireless,” & make sure security type is “WPA2 Enterprise.”
   f.) Have the user enter their E-ID and JMU password.
   g.) Check: TTLS, PEAP, EAP-FAST, under Authentication.
   h.) Click, “OK.”

10.) Applying Changes
   a.) You will be back at the Network Preferences.... (Image from step 3B)
   b.) Click on, “Apply.”
11.) Reconnecting to “JMU-Official-Wireless” Part 2
   a.) From the Network Preferences..., Click on, “Connect.”

12.) Entering JMU User information, again
   a.) The window below should pop up after step 10.
   b.) Have the user enter their E-ID & Password.
   c.) Click, “OK.”
13.) **Getting Server Certificates**
   
   a.) After clicking “OK,” in step 11, the window below should pop up.
   
   b.) Click “Continue.”
   
   c.) A window will pop-up and ask for the username and password –COMPUTER.
   
   d.) When the information is entered, click, “OK.”
14.) Check for Green Light
   a.) You should be on Network Preferences main menu (above image).
   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