Georgia State University

Information Hub How-To

Troubleshooting Connection to Visitor@GSU Wifi

*The **Visitor@GSU** network is for library visitors only. Students, faculty and staff should use the **GSU** wireless.*

Connecting to Visitor@GSU

Continue through these steps until the agreement page opens and asks you to select the checkbox to accept network terms of use.

1. **Open the device's wifi settings and make sure you are connected to: Visitor@GSU**.

   Windows: Select the **Network**, **Sound**, or **Battery** icons on the taskbar.
   Select **Manage Wi-Fi connections**.

   Mac: Select the **Apple** menu (). Click **System Settings**, then click **Wi-Fi** in the sidebar.

   Android: Open the **Settings** app, tap **Network & internet** or **Connections**, tap **Wi-Fi** or **Internet**.

   iOS: From your Home screen, go to **Settings** > **Wi-Fi**.

   Connect to the **Visitor@GSU** network.

2. **Forget the Visitor@GSU network.**

   Windows: In the Settings app on your Windows device, select **Network & internet** > **Wi-Fi**, then select **Manage known networks**. Select the **WiFi network name** (Visitor@GSU) and click **Forget**.

   Mac: From the **Wi-Fi** settings screen, under **Known Networks** click the **More Information** icon () then click **Forget Network** and then tap **Forget** to confirm.

   Android: From the **Wi-Fi** or **Internet** settings screen, tap the **Wifi network name** (Visitor@GSU) and then scroll down if necessary to tap **Forget Network** and tap **OK** to confirm.

   iOS: From the **Wi-Fi** setting screen, tap the blue **More Info** icon () next to the **Visitor@GSU** network, and then tap **Forget This Network** and tap **Forget** to confirm.

3. **Turn device's wi-fi off and back on.**
4. **Reconnect to the Visitor@GSU network.**
5. **Open a web browser on the device and go to a website that has not been recently visited.**

   For example: Go to https://google.com, enter a search term in the search bar, and press return.

If you are still unable to connect to the agreement page with site terms:

6. **Restart your device and repeat the previous steps.**

For more help connecting to wireless, contact the IIT Service Desk at: help.gsu.edu, help@gsu.edu or 404-413-HELP (404-413-4357).