Wireless Network Frequently Asked Questions (FAQ)

1. How do I access the DeVry Wireless network and what is required to connect?
   a. You can access DeVry wireless using your web browser (i.e., Firefox, Safari, etc...).
      i. You will need to go to a URL from the browser (ex. my.devry.edu)
      ii. You will have to accept the wireless security certificate (The message will read ‘There are problems with the security certificate with this site. The name of the site does not match the name on the certificate” You will need to press continue)
      iii. Now you will be redirected to DeVry Wireless log on.
      iv. You will need to log on with your DSI and network password (portal password)
      v. You will need to check off on the agreement (‘I accept’)
      vi. If you are not redirected to the logon page. You will need to check for the following which are required to connect to DeVry.
         1. Only one version of Java should be installed. It can be found under the control panel>program and features. If you have more than one version of java, you will need to delete all previous versions and only keep one.
            a. To delete multiple installs of Java. Go to Control Panel>Program & Features. Click on Java and click un-install
         2. Check to make sure you do not have any peer to peer application (ex. Skype, torrent)
         3. Make sure you have anti-virus installed on your device

2. What do I do if I lose my wireless connection?
   a. Click the your web browser and reconnect to DeVry wireless

   Note: If idle on DeVry wireless for 10 minutes or more, you will be disconnected automatically.

3. What is the username and password to log into DeVry wireless network?
   a. Your username is your DSI and the password is your network password (my.devry.edu password)

4. What do I do if I have MAC book (Apple Laptop) and am not able to get to login page?
   a. Click on Safari and select preferences
   b. Click on Preferences
   c. Select ‘Privacy’
   d. Click on ‘Remove All Website Data’
      (After data is cleared under the select ‘Never’ under ‘Block cookies’)

5. What do I do if my iPad does not redirect me to the DeVry wireless log in page
   a. Click on Settings
   b. Go to Wifi and make sure to select Devry wireless
   c. Click on Safari
d. Go to Browsing data and under cookies click ‘always’ (this will always select cookies)

6. What do I do if I cannot see any wireless on laptop?
   a. Check the base of the laptop for a sliding switch or wireless button. Make sure it is turned on/card is pushed in/enabled.

7. What do I do if my galaxy tablet is not being redirected to the DeVry wireless log on page?
   a. Go to the top of the screen and scroll down your finger until you see the setting page.
   b. Click on connections
   c. Make sure the Wifi in on
   d. If it is on, hold the Wifi button, which will give you a listing on networks
   e. You should see DeVry wireless, if not click on Scan at the bottom the screen
   f. If you do see DeVry wireless, your sign in is required.
      i. Open web browser and open a URL
      ii. Sign in with your DSI and network password