LIBRARY SERVICES

TAFENSW WI-FI TROUBLESHOOTING GUIDE

- You must use your current TAFENSW username and password. If you do not know your username and/or password, please ask library staff to help you.

- If you still cannot connect to the TAFENSW Wi-Fi network, your username or password may not be correct. Ask library staff to check your username and reset your password – you should then be able to connect to TAFENSW. (The TAFENSW GUEST network is not available to students or staff.)

- On phones and iPads, if you can connect to the Wi-Fi but you cannot get to the Internet, make sure you configure your proxy settings. Instructions are available on the Library website for your specific device type. (See below for more info for iOS devices)

- Please note that some social media apps are blocked from TAFE NSW Wi-Fi network. Tip: Try using your browser rather than the app.

- If the Wi-Fi connection is not working after following the set-up guide for your device, or you have changed your TAFENSW password, you may need to Forget this Network on your device, turn off Wi-Fi and restart your device. See the instructions provided below.

More help for iOS devices (iPhones and iPads)

If the usual procedure of setting the Proxy to Auto did not work, try the following steps:

1. Select the Settings menu icon on your device, and select the Wi-Fi option
2. On the TAFENSW line, tap the blue info icon
3. Scroll to the bottom and under HTTP PROXY, select Manual

![Proxy settings interface]

4. Enter proxy.tafensw.edu.au in the Server field and 8080 in the Port field and then tap on < Wi-Fi or Save located on the top of the screen.
5. Close Settings and open your browser to access the Internet – enter google.com.au in the address bar.

6. If you are able to see the Google search page, you have configured the proxy settings correctly.

Is your Wi-Fi connection no longer working? Have you changed your password?

If entering your new password does not work, follow the steps below to Forget the TAFENSW network, turn off Wi-Fi and restart your device. You can then reconnect by following the set-up guide for your device type and store your username and new password.

**Windows 10**

- From the Start menu, click the cog icon to open the Settings app.
- Click on Network & internet, then click on Wi-Fi in the left-hand menu
- On the right, click on Manage known networks.
- Click on TAFENSW network, and click the Forget button.

**Windows 8**

- Access Settings and then choose the Wireless icon.
- Right-click on the TAFENSW network and choose Forget this Network.

OR

- Press the Windows key and C to bring up the Windows 8 Charms bar. Click Settings, then Change PC Settings.
- In the left-hand menu, click Network and then Manage known networks
- Click on the TAFENSW network name and then on the Forget button

**Windows 7**

- Go to Start > Control Panel > Network and Internet > Network and Sharing Center
- Choose Manage Wireless Networks from the options on the left.
- Highlight the TAFENSW network and choose Remove

**Mac OS X (10.8)**

- Go to System Preferences > Network
- Select Wi-Fi on the left
- Choose the wireless network from the list & then click on the Disconnect button
- Click on the Advanced button
- Select TAFENSW from list and then click on the (-) button to remove it from the list
- Click on the OK button
- Click the Apply button
iOS

- Choose `Settings > Wi-Fi > TAFENSW` network – and click on the blue info arrow.
- Choose `Forget this Network`

Android

- Go to `Settings > Wireless & Networks`
- Choose `Wi-Fi Settings`
- Long press the network `TAFENSW > Choose Forget Network`

Supported devices

We cannot provide a detailed list of supported devices that will connect with TAFENSW Wi-Fi
These are the general requirements for connections:

- Support of 802.11 a/b/g/n/an in either 2.4 or 5 Ghz spectrum
- Support of 802.1x for Authentication
- Support of WAP2 for Encryption