

# WiFi Network Connection Guide

## INTRODUCTION

The following information is intended as a guide only to assist you in connecting your devices to the WiFi network. Each device is different, and each manufacturer may change names and locations of areas shown in this guide when new operating system versions are published. We are unable to provide an individual guide for each and every device and version available.

**PLEASE ONLY ENROLL YOUR DEVICE INTO THE NETWORK ONCE.** Additional attempts to re-enrol the device after it has already been enrolled most often result in the network profile and configuration files becoming corrupted, which will prevent your device from properly connecting to the network.

For your security and privacy, we are not able to see into your devices to tell if they are having connection issues to the network. If you have any issues with the network or devices not connecting, please visit the **NETWORK HELPDESK** at <https://womens.studentwifi.net> to request help from our Team. The Helpdesk is available 24x7 to any device with an internet connection. You can also reach it by joining the TWC-CONNECT WiFi network when at College. *We cannot help if you don't let us know there is a problem.*

Due to the secure nature of the WiFi network, your computer/laptop, phone and tablet will need follow the enrollment process to install required a network profile and security configuration file which will let these devices authenticate to the network for service. Other devices, such as gaming or streaming consoles and e-Readers, will need to be manually added to the network via the device MAC Address. The reason for this is that these devices are unable to install the network profile & security configuration files which are needed to by each device to security connect to the WiFi network.

The Helpdesk website has information on how to locate the MAC Address for most gaming consoles, streaming devices and e-Readers. A form to request connecting the device is also available once you have this information. Once our Engineers receive your request and authorise the device, they will reply back via email. We suggest you monitor your email for updates.

Other devices may or may not be able to connect to the WiFi network. As some types of devices are generally designed to connect to home networks in a plug-and-play method, they sometimes do not offer a method to enter a username or password. We suggest you check with the manufacturer of your device for instructions in locating the MAC Address. There have been issues with some devices that will not connect to the WiFi network even after being authorised. Should your device not connect after the MAC Address has been authorised, you will need to refer to the Technical Support Team at your device manufacturer for further guidance.

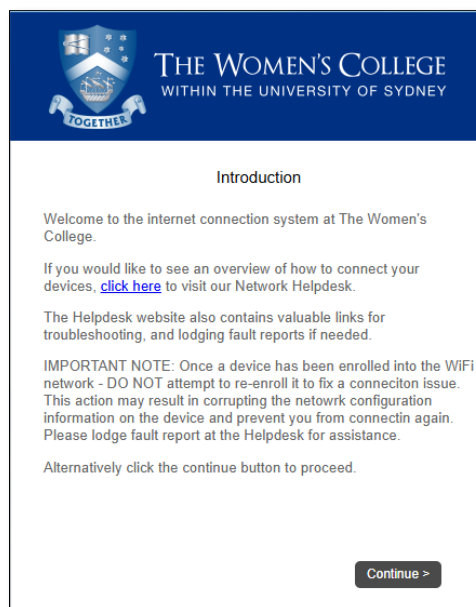
**IMPORTANT NOTES:** Personal use of network routers, hubs, extenders and similar devices are prohibited as these devices cause major disruptions for other users. We are also unable to securely add Wireless Printers to the WiFi network as the printer becomes visible to all other network users who are then able to send print jobs to it. We suggest using a standard USB cable to connect your printer to your devices.

# Connection Instructions

Begin by closing any web pages you have open on the device. Open the **WiFi NETWORKS** area on your device and join the **TWC-CONNECT** WiFi network. This is an open network that does not require a username or password to join.



**When you first join the TWC-CONNECT network, your device may open what appears to be a webpage and go to the Onboarding website. If this happens, close the page.** This page is not a full browser page and will not transmit required data to the Onboarding system correctly. Open a **NEW** web page using Chrome for Windows and Android devices, or Safari for Apple devices and manually enter to the Onboarding website address <https://connect.thewomenscollege.edu.au> You should see the introduction page:

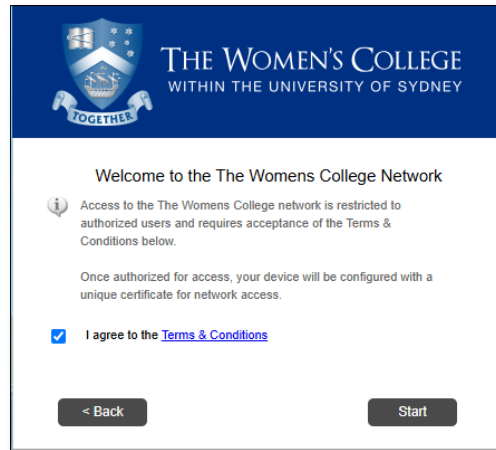


**Authentication Failed error message on Apple Devices:** We have been finding that recent versions of Apple devices and/or Safari browser sometimes do not load the Onboarding website and may display an error that Safari cannot establish a secure connection to the server. This appears to be occurring due to some newer security configurations within the Safari browser itself. To resolve this, ensure you are connected to the TWC-CONNECT WiFi network, then try the following steps:

- 1 - ***Turn off iCloud Private Relay***: go to Settings/System Settings - your name/AppleID - iCloud - Private Relay and turn it off temporarily
- 2 - ***Turn off Safari's tracking***: open Safari - Settings - Privacy and turn off Website Tracking.
- 3 - Make sure ***Airplane mode is disabled***
- 4 - ***Clear your Safari History and Website Data***: open Settings - Safari, then click the link to Clear History and Website Data shown below the Privacy & Security section
- 5 - Disable all ad blockers, browser extensions and VPN services

If you are still having difficulty, try again using the Chrome browser. If this also does not work, restart the device in Safe Mode to disable all applications and add-ons, then follow the enrollment procedure again. If successful, once completed you should be able to restart in normal mode and re-join the normal TWC WiFi network.

Press the **CONTINUE** button at the Introduction page to begin, then **ACCEPT** the Terms and Conditions on the next page and click **START**.



**THE WOMEN'S COLLEGE**  
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Welcome to the The Womens College Network

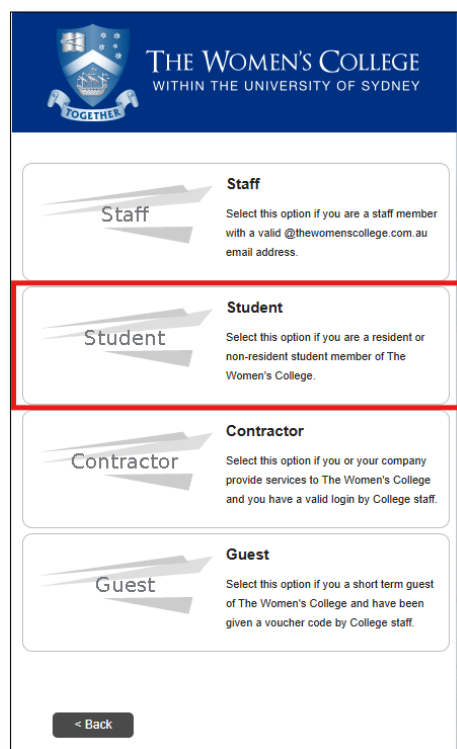
Access to the The Womens College network is restricted to authorized users and requires acceptance of the Terms & Conditions below.

Once authorized for access, your device will be configured with a unique certificate for network access.

☒ I agree to the [Terms & Conditions](#)

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Select your **ACCOUNT TYPE** as **STUDENT**. Your account credentials will not allow you to join the other networks.



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**Staff**  
Select this option if you are a staff member with a valid @thewomenscollege.com.au email address.

**Student**  
Select this option if you are a resident or non-resident student member of The Women's College.

**Contractor**  
Select this option if you or your company provide services to The Women's College and you have a valid login by College staff.

**Guest**  
Select this option if you are a short term guest of The Women's College and have been given a voucher code by College staff.

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The screen will change asking for your internet account **USERNAME** and **PASSWORD**. Use the details shown in your Welcome email message and then click **CONTINUE**.



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Your username and password are required to access the network.

Username:

Password:

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**NOTES:** If you are seeing an error page indicating an **AUTHENTICATION FAILED** error, it is possible that you may not have entered your username and/or password correctly. Your username is in the format of *firstname.lastname* as shown on your Welcome email message. If the error continues, lodge a fault report at the Helpdesk website.

We have been advised that some Apple devices are having difficulty with symbols in surnames after a recent update. If this is the case, we suggest you copy the username from the Welcome email message and then paste it into the username field. Alternatively, temporarily disable the Smart Punctuation feature on the device until you have successfully enrolled the device. As a general guide, go to **SETTINGS**, then **GENERAL** and then **KEYBOARDS**, locate the **SMART PUNCTUATION** feature and turn it off. Once enrolled, go back into this area to turn the feature back on again.

If this is your first device being connected to the network, enter in a name for the device in the **DEVICE NAME** field and click **CONTINUE**. The device name is simply a name you will see on your enrolments list to help you identify your devices in the future. If this is an additional device, use the option **THIS IS AN ADDITIONAL DEVICE** to give it a device name and click **CONTINUE**.

**Which Device Are You Using?**

Please provide a name for the device that you are activating:

Device Name: **Give it a name**

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**If this is your first device, you will see the screen above.**

**For additional devices, you will see the screen on the right with your device list.**

**Which Device Are You Using?**

The following devices are currently activated. If you are re-activating an existing device, please select it from the list. If this is an additional device, select "This is an additional device" and provide a name.

If you no longer use one of the following devices, please delete it. A maximum of 5 devices are allowed. If you need more than 5 devices connected on a permanent basis, please reach out to us at <https://womens.studentwifi.net> and submit a problem report noting you need more than 5 devices.

- ☐ Apple Inc. iOS 15 (iPhone)
 

Device Type: iOS 15 (iPhone)  
 MAC Address: .  
 Last Registered: 20220302  
[Delete](#)
- ☐ Apple Inc. Mac OS Mojave (10.14)
 

Device Type: OS X  
 MAC Address: .  
 Last Registered: 20220220  
[Delete](#)
- ☐ This is an additional device.  
 Name: **Give it a name**

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The Onboarding System should now detect your device type and show you options to download the correct configuration files for your operating system. As the WiFi network at College is a secure network, these files are

required to ensure your device can securely connect to the network. If you do not see your device type shown, use the [SHOW ALL OPERATING SYSTEMS](#) link at the bottom of the page to display a larger list of options.

The screenshot displays the Cloudpath Onboarding system interface. At the top, it says "To access the secure network, follow the instructions below based on your computer's operating system." Below this, there are two main sections. The left section is titled "Microsoft Windows" and contains two download options: "Download .exe for Windows" (NetworkWizardLoader-36eec514.exe) and "Download for Windows" (Cloudpath-Windows.zip). The right section is a vertical list of operating systems: Microsoft Windows, Mac OS, Apple iPhone, iPad, & iPod Touch, Android Devices, Ubuntu & Fedora Linux, Windows Phone, Windows Surface RT, Chrome OS, Blackberry, Raspberry Pi, and Other Operating Systems. At the bottom left, there is a red box containing the text "Show all operating systems." with a red arrow pointing to the right. Below this box, it says "Use this link ONLY if your device type is not automatically detected." At the bottom right, there is a link "Show all operating systems."

The following are general guides for connecting most Windows, Apple and Android devices. Some areas described may be different depending on your specific device and/or operating system. You may need to refer to your device manufacturer for guidance on your exact device and/or operating system.

**WINDOWS DEVICES** – The Cloudpath Onboarding system should detect the operating system your device and display a page with a couple of options for Windows. Click on the **DOWNLOAD .EXE FOR WINDOWS** button file to download the configuration file, then go to download area and run/open the file to begin the installation. On some devices, additional security warnings might display regarding the installation of a security certificate. You must click the YES button to complete the installation.

**APPLE DEVICES** –The Cloudpath Onboarding system should detect the operating system your device and display a page with several profile options for Apple products. You should know what Operating System version you have so you select the correct file.

- For **MACOS 10.15 AND EARLIER**, click on the **EXECUTABLE FOR MAC OS 10.15 & PRIOR** configuration file.

- For **MACOS 11 AND LATER**, click on the **PROFILE FOR MAC OS 11.0+** configuration file.

The file should automatically download to your device and a window should pop up showing you the steps to proceed. If it does not, go into the MAIN screen on your device and click SETTINGS. Open the PROFILE DOWNLOADED section, then click the INSTALL button at the top right of the Install Profile screen. This location has changed with every Apple device and version, so we are unable to provide an exact location for every version.

- If prompted, enter your **DEVICE** passcode and then continue. This is not your network account username and password
- If prompted, install the **ROOM CA CERTIFICATE**
- If prompted, **CONFIRM** the installation of the profile

**ANDROID DEVICES** - You may be presented with a page showing a button to download the **CLOUDPATH APP**. Clicking on this button should open the Google Play Store and present you with the RUCKUS CLOUDPATH app to install. Install the app to continue.

After installing this app, open the **DOWNLOADS** section and locate the **CLOUDPATH-x.APK** file (where x is the version number). Double click on the APK file to start the installation process and select a **NEW INSTALL**. You must grant the Cloudpath application permission to access your location as this is a required permission for the app.

After successfully enrolling your device, you should be shown a success window confirming the device has been connected to the network. Your device should automatically connect to the TWC WiFi network. If it does not, open your WiFi networks section on your device and tap the TWC network to connect.



**IMPORTANT:** Once you have successfully enrolled your device to the network, we recommend you move the [TWC](#) network to the top of your networks list if at all possible. Should your device become disconnected and attempt to auto-reconnect, it will likely try to connect to the first network in the list.

We also suggest you leave and forget the TWC-CONNECT network in your WiFi Networks area. The TWC-CONNECT network is only available to securely connect to the Onboarding System and does not provide full internet service. If you need to access this network again in the future, such as to visit the Helpdesk, you can simply join it again then.