PAWS-Secure FAQ

What is PAWS-Secure?
The University of Georgia’s preferred wireless network is PAWS-Secure, which is available throughout campus in classrooms, residence halls, offices, greenspaces and numerous buildings. PAWS-Secure is available to anyone with a valid UGA MyID, such as students, faculty and staff.

PAWS-Secure encrypts data sent between a computer, phone or tablet connected to a wireless access point. PAWS-Secure, which requires just a one-time registration, is the preferred wireless network for UGA.

People who don’t have a valid UGA MyID, such as campus visitors and guests, may use the “Welcome to UGA” guest wireless network. Contact the EITS Help Desk to get a temporary guest account to “Welcome to UGA.”

Another wireless network option is eduroam, which is available on campus and at other eduroam schools for UGA students, faculty and staff.

Why can’t I connect to the wireless network?
- Your device may not be capable of connecting to PAWS-Secure. PAWS-Secure is a WPA2-Enterprise network, meaning that it requires a username and password for access. Some devices are not compatible with this network type.
- Your MyID and password may not be entered correctly. Be sure you are using your MyID (without @uga.edu) and your current MyID password.
- Your device may be blocked from the network. If you think this is the case, please call the EITS Help Desk at (706) 542-3106.
- You may be experiencing software interferences from programs on your computer, such as Norton, McAfee, or another network-blocking antivirus program. You may need to temporarily disable or uninstall them for connectivity.

How much does it cost to get wireless (PAWS-Secure) access in my building?
If your department is interested in getting PAWS-Secure coverage in your building, contact the EITS Helpdesk at 706-542-3106 or submit a ticket with your contact information, location, and needs. EITS will be able to work with you to get an estimate.

Does PAWS-Secure work in the residence halls?
PAWS-Secure is available in every room at all residence halls.

Can I connect a wireless printer to PAWS-Secure?
Wireless printers are unable to work on the PAWS-Secure wireless network. This is due to the fact that you must authenticate the PAWS-Secure connection in a web browser using your UGA MyID. Since wireless printers do not have a browser they are unable to authenticate.

In order to use your printer you can:
- Use a USB cable to connect your computer to your printer