Connecting Windows Computer

Wireless Connection

- To connect your device to the wireless network, click the Wi-Fi symbol in the lower right-hand corner of the screen.
- You should see PAWS-Secure as an available network.
- Choose PAWS-Secure.
- Enter your MyID as the username and your MyID password as the password.
- If the message below appears, click connect.
- You should now be connected to PAWS-Secure.

Wireless Troubleshooting

If you experience issues connecting your device to the PAWS-Secure wireless network, follow the steps below.

Note: If the steps below do not work, it is possible your device has been blocked from the network. Please contact the Help Desk at 706-542-3106 or email us at sts@uga.edu and be ready to provide the wireless MAC address of the device.

If you are running Norton or McAfee antivirus software, you may be unable to connect. Disabling these services temporarily may resolve the problem. We have some recommendations on this page for antivirus solutions.

Windows 10

- Log into the machine.
- Click on the WiFi icon in the bottom right of the screen.
- Click “Network Settings”.

Quick Links

EITS Help Desk
Port Activation
Device Registration
Find your MAC address
PAWS-Secure wireless
eduroam wireless
Guest wireless
Issues with in-voice game chat

Table of Contents

1 Wireless Connection
2 Wireless Troubleshooting
   2.1 Windows 10
   2.2 Windows 8
3 Wired Connection
4 Wired Connection Troubleshooting
5 NAT Type Issue
- Click manage WiFi settings.

- Scroll down.
- Click on PAWS-Secure
Now that you've forgotten the network, you can do a manual configuration. Search for "network" and open the Network and Sharing Center.

- Click forget.
- Now that you've forgotten the network, you can do a manual configuration.
- Search for "network" and open the Network and Sharing Center.

- Click Set up a new connection or network.
• Double click Manually connect to a wireless network.

Choose a connection option

- **Connect to the Internet**
  - Set up a broadband or dial-up connection to the Internet.
- **Set up a new network**
  - Set up a new router or access point.
- **Manually connect to a wireless network**
  - Connect to a hidden network or create a new wireless profile.
- **Connect to a workplace**
  - Set up a dial-up or VPN connection to your workplace.

• Enter the following information:
  - **Network Name = PAWS-Secure**
  - **Security Type = WPA2 Enterprise**
  - **Encryption Type = AES**
• Check Start this connection automatically and hit Next.
Click Change connection settings.

After the PAWS-Secure Wireless Network Properties window opens, click on the Security tab.

Ensure that the encryption type is set to AES.

Ensure that the authentication method is Protected EAP (PEAP) and then click Settings next to the authentication method.
After the Protected EAP Properties window opens ensure that “Verify the server’s identity by validating the certificate” is unchecked.

Next to Secured password, click configure.

Uncheck the box next to “Automatically use my Windows logon name and password”

Click OK.
On the PAWS-Secure Wireless Network Properties window opened earlier, click Advanced Settings.

In the Advanced settings window that opens, check the “Specify authentication mode” box and then select “User authentication”.

Next to the User authentication selection, click on Save Credentials. Enter your MyID and password into the window that pops up and click OK.
Go to the 802.11 settings tab.
Check the "enable Federal Information Processing Standards (FIPS) compliance for this network" check box. You do not need to change the other settings.
Click OK on the Advanced Settings window to close it.

Click OK on the PAWS-Secure Wireless Network Properties window
Click the Close button on the manually connect to a wireless network window.
Close the Network and Sharing Center window.
Click on the wireless icon in the bottom right hand corner of the screen, and you should see the device try to connect to PAWS-Secure. If the connection is not successful, disable your wireless connection for five minutes and try again.
Log into the machine
Go to the Desktop view.
Left click on the wireless icon in the lower right hand corner and then right click on PAWS-Secure.
Select “Forget this Network” if it is available.
On Windows 8.1 this option has disappeared, so you must clear the profile from the command prompt. Enter this command and hit enter:
• netsh wlan delete profile name="PAWS-Secure"

Click on the desktop to close the sidebar.
Right click on the wireless icon in the lower right hand corner and select “Open Network and Sharing Center”.

Click “Set up a new connection or network”.
- Double click “Manually connect to a wireless network”.

- Enter the following information:
  - Network Name = PAWS-Secure
  - Security Type = WPA2 Enterprise
  - Encryption Type = AES
- Check “Start this connection automatically”
• Click next and then “Change connection settings”.

• After the PAWS-Secure Wireless Network Properties window opens, click on the Security tab.
• Ensure that the encryption type is set to AES.
• Ensure that the authentication method is Protected EAP (PEAP) and then click “Settings” next to the authentication method.
• After the Protected EAP Properties window opens ensure that “Verify the server’s identity by validating the certificate” is unchecked.
• Next to “Secured password,” click configure.

• Uncheck the box next to “Automatically use my Windows logon name and password”
• Click OK.
On the PAWS-Secure Wireless Network Properties window opened earlier, click “Advanced Settings”.

Next to the User authentication selection, click on “Save Credentials”. Enter your MyID and password into the window that pops up and click OK.
Check the "enable Federal Information Processing Standards (FIPS) compliance for this network" check box. You do not need to change the other settings.

Click OK on the Advanced Settings window to close it.

Click OK on the PAWS-Secure Wireless Network Properties window
Click the Close button on the manually connect to a wireless network window.
Close the Network and Sharing Center window.
Click on the wireless icon in the bottom right hand corner of the screen, and you should see the device try to connect to PAWS-Secure. If the connection is not successful, disable your wireless connection for five minutes and try again.

Wired Connection

Connecting your Windows computer to the Internet via the ethernet port in your room can provide you with a stronger, more stable connection than wifi. In order to do so, follow the steps below.

1. Determine if you need to put in a port activation request. The steps for doing so can be found here, and the form for putting an a request can be found here.
2. Make sure your device is registered on the Device Registration Portal.

Wired Connection Troubleshooting

1. Make sure you followed the steps above in Wired Connection. You must be sure the port you are trying to connect to is active, and the device you want to connect with is registered.
2. Make sure your ethernet cord is working. To do this, you can borrow a friend's ethernet cord and determine if you can connect using theirs. If you can, then there is a problem with your ethernet cord, and you will need to replace it.
3. If you are sure your port is activated, your device is registered properly, and your ethernet cord works, then you will need to contact the EITS Help Desk at 706-542-3106 or helpdesk@uga.edu to report the issue. Be ready to provide your MyID, building and room number, type of device, and the label on the port.

NAT Type Issue
While using your device, you might be told you have a restricted NAT type—this is very common with people trying to use multiplayer options or voice chat in certain video games. Fill out this form to receive an open NAT type.