Connecting Apple Computers

Wireless Connection

1. Click on the Wi-Fi icon in the top right corner of your screen.
2. Select the desired wireless network from the drop-down menu; this guide will focus on connecting to PAWS-Secure.
3. When prompted, enter your MyID into the text field labeled "Username", and your MyID password into the text field labeled "Password."
4. If your credentials are accurate, you should 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.

First, remove all wireless networks administered by UGA by going to Network Preferences Advanced. There, you will remove PAWS-Secure, Welcome_To_UGA, and eduroam from this list by highlighting each network individually and clicking the minus sign under the Preferred Networks list.

Quick Links

- EITS Help Desk
- Port Activation
- Device Registration
- Find your MAC address
- PAWS-Secure wireless
- eduroam wireless
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- Issues with in-voice game chat
- Submit a Housing Network support ticket

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Next, attempt to delete the Profile saved on your computer for PAWS-Secure by accessing your Spotlight Search (magnifying glass on gray status bar) and searching "profiles". Then, bring up the application that pops up and delete PAWS-Secure. If that doesn’t work (some older macs have the profiles in a different place), delete it from the 802.1x tab under open network preferences > Wifi/Airport > Advanced.

If you are running Norton or McAfee antivirus software, you may not be able to connect. Disabling these services temporarily may resolve the problem. You can find recommendations for antivirus solutions [here](#).