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## **RIT Wifi dropping or won't stay connected**

CADTech Student Employee - 2022-04-19 - Troubleshooting Guides

Mac users have been experiencing random dropping, refusal to connect, or unexpected wifi connectivity.

Please follow these steps to hopefully resolve your problem.

- 1. Promote yourself to be admin by launching the **CIAS\_APD.app** located in your Applications → Utilities folder
- 2. Press "**command-space**" keys and type in "**wifi**" and hit **enter**. This will open the Network preference pane
- 3. If locked, **click the lock icon** (bottom left) and enter your RIT password. If already unlocked, proceed to the next step
- 4. Choose Wi-Fi on the left hand side and then click the Advanced... button
- 5. Under the Wi-Fi tab in the Preferred Networks, look for anything with RIT (or rit) in the name, select it and then click the button to remove it
- 6. Now click **OK** and then click **Apply**
- 7. Close the Network preference pane and now try joining the RIT wireless network

If you still experience problems, please submit a helpdesk ticket online at <u>https://deskpro.cad.rit.edu</u>