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 https://deskpro.cad.rit.edu