Connecting to SU-secure – Windows 10

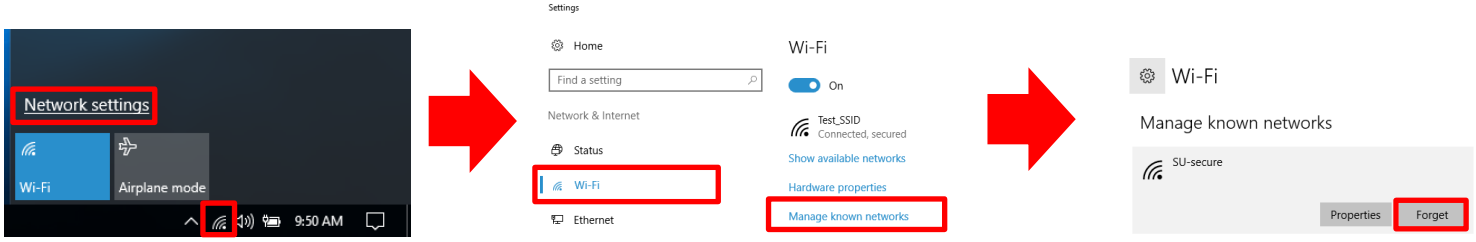
Updated 10/10/18
Content provided by ITS Data Network Operations

Overview

This document provides step-by-step instructions for both automatically and manually configuring your Windows 10 computer to connect to SU-secure. Attempt automatic configuration first. Only attempt manual configuration if automatic configuration is unsuccessful. SU-secure is only available for use by Seattle University students, faculty, staff, and Jesuits. For information about guest wireless access, please visit the guest account page at: https://www.seattleu.edu/support/guides/guest-accounts/

Remove Existing SU-secure Profile

1. Click on the wifi icon in the system tray and click on 'Network settings'
2. Click on the Wi-Fi settings menu, then click 'Manage known networks'
3. On the 'Manage known networks' menu, select 'SU-secure' and click 'Forget'

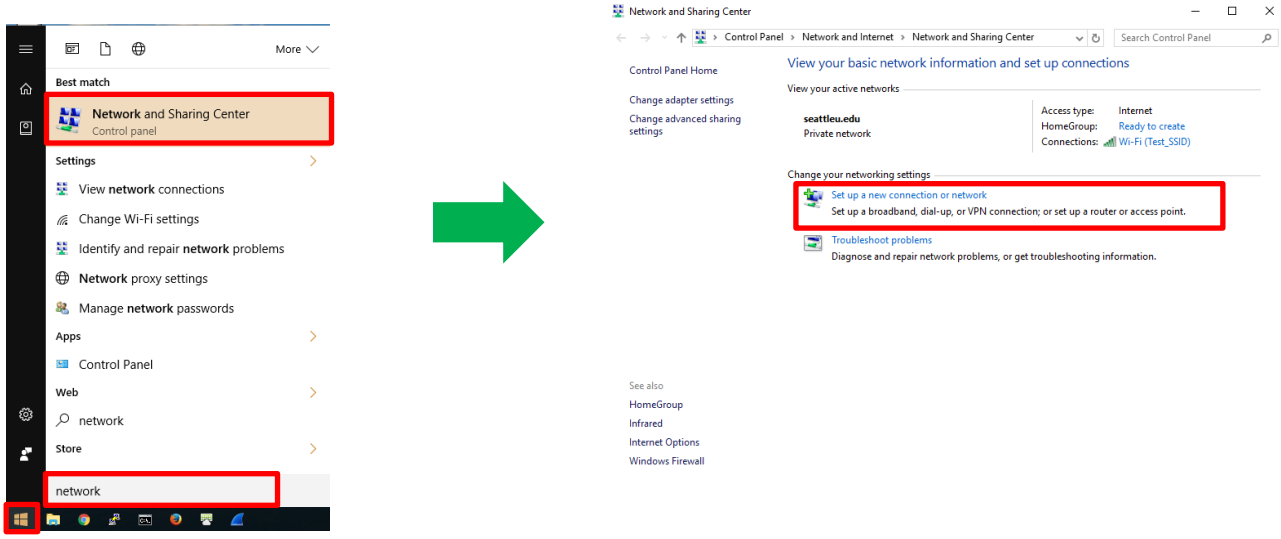


Automatic Configuration

1. Per the instructions above, ensure you have removed any existing SU-secure profiles from your device.
2. Visit the ITS downloads page at https://www.seattleu.edu/support/downloads/. You may be prompted to enter your SeattleU credentials to access this page.
3. Locate the 'Autoconfigure SU-secure' heading and download the Windows Devices configuration package.
4. Locate the 'AutoConfigureWindows-SU-secure.zip' file in your downloads folder
5. Right-click the folder, select 'Extract All' and then click on the 'Extract' button
6. The extracted contents of 'Autoconfigure SU-secure.zip' will appear
7. Double click the 'RUNME – Auto configure SU-secure' file to automatically configure your SU-secure connection
8. Select SU-secure from the list of available networks, click connect, and enter your SeattleU credentials in the authentication prompt that appears

Manual Configuration

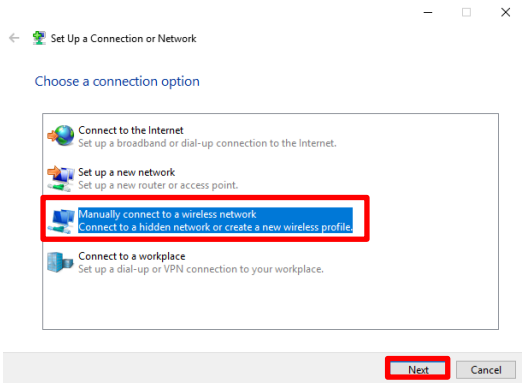
1. **Add SU-secure to your wifi network list**
   a. Click on the start button, type 'Network and Sharing Center' in the search bar, and hit the enter key. The Network and Sharing Center will appear.
   b. Click on the 'Set up a new connection or network' button to add a new wireless network.



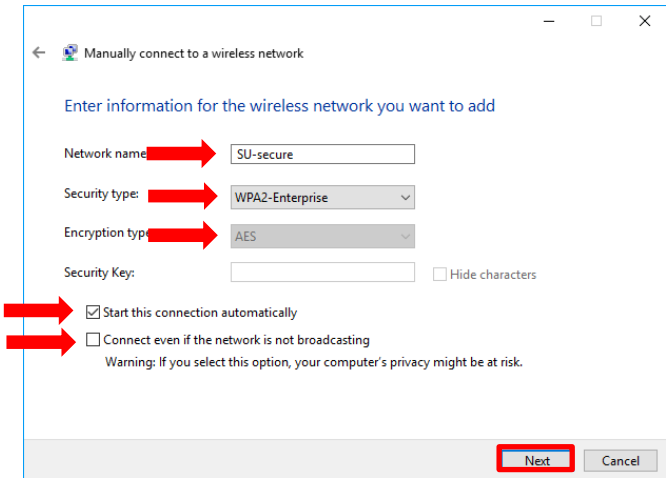
Connecting to SU-secure – Windows 10

Updated 10/10/18
Content provided by ITS Data Network Operations

c. The Set Up a Connection or Network menu will appear. Select ‘Manually connect to a wireless network’ and press ‘Next’ to continue.



d. The initial connection set up menu will appear. Enter the following information and then click ‘Next’ to add SU-secure to your list of wireless networks
   i. Network name: **SU-secure**
   ii. Security type: **WPA2-Enterprise**
   iii. Encryption type: **AES**
   iv. Security key: **Leave blank**
   v. Start this connection automatically: **Checked**
   vi. Connect even if the network is not broadcasting: **Unchecked**



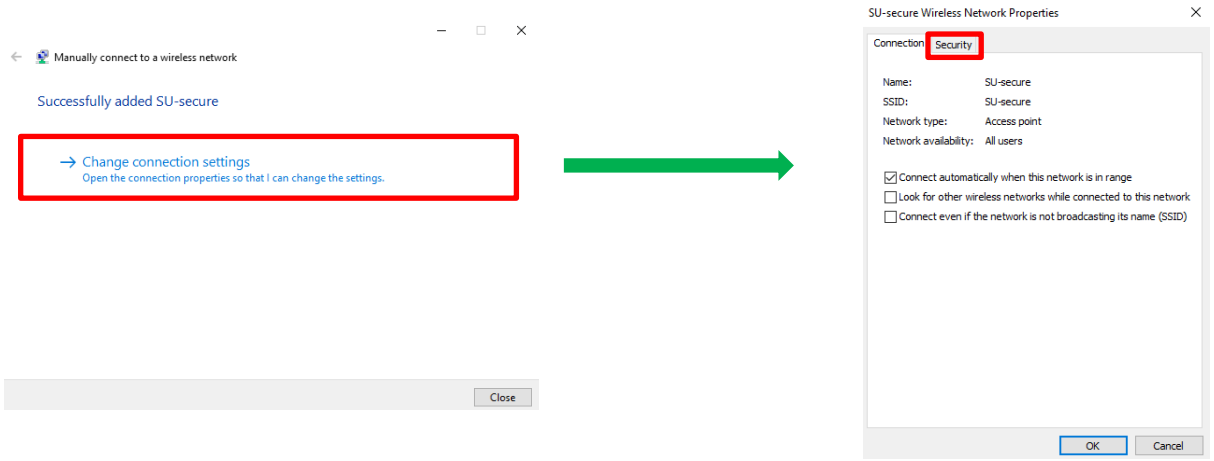
Connecting to SU-secure – Windows 10

Updated 10/10/18
Content provided by ITS Data Network Operations

2. Configure your connection

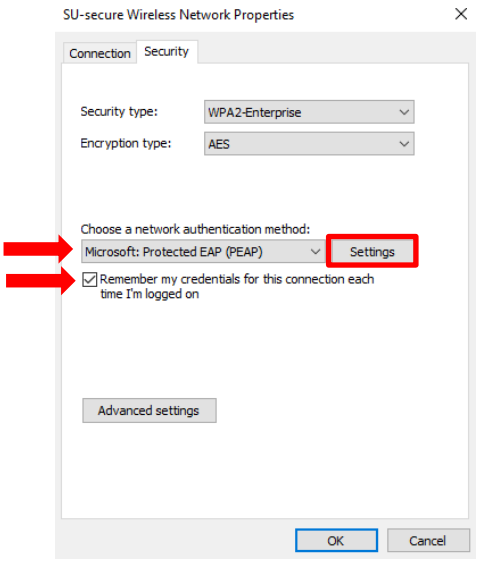
a. A window will appear that confirms SU-secure was successfully added. Select 'Change connection settings' and continue to the 'Wireless Network Properties' menu.

b. Click on the 'Security' tab at the top of the menu.



c. Once on the Security tab, ensure the following settings are configured:
   i. Network authentication method: **Microsoft: Protected EAP (PEAP)**
   ii. Remember my credentials for this connection each time I'm logged on: **Checked**

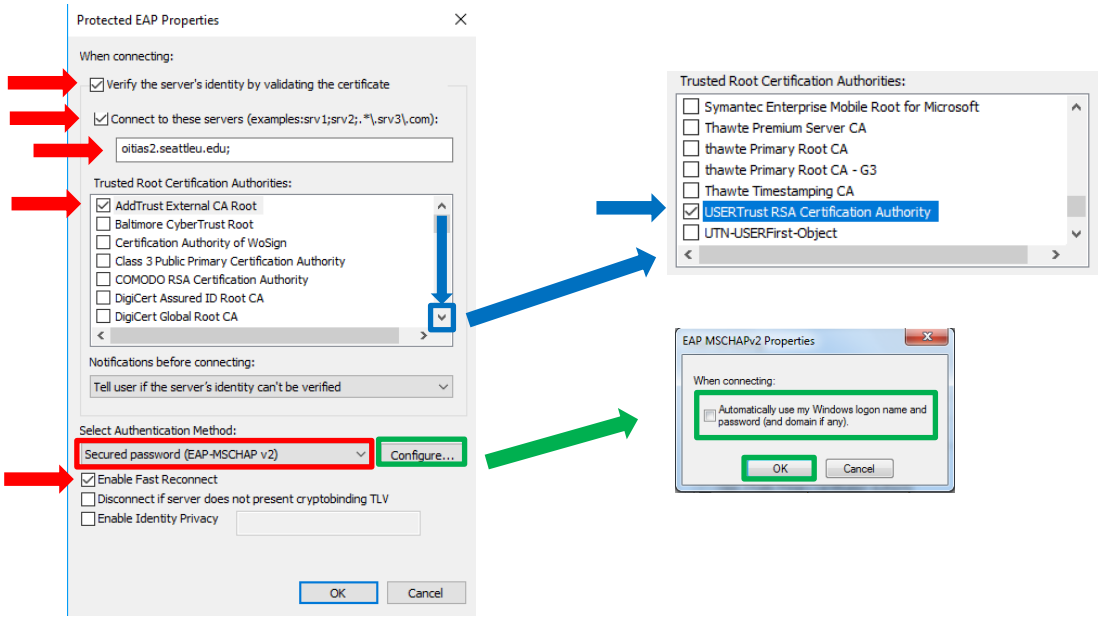
d. Then click the 'Settings' button next to the network authentication method drop down bar.



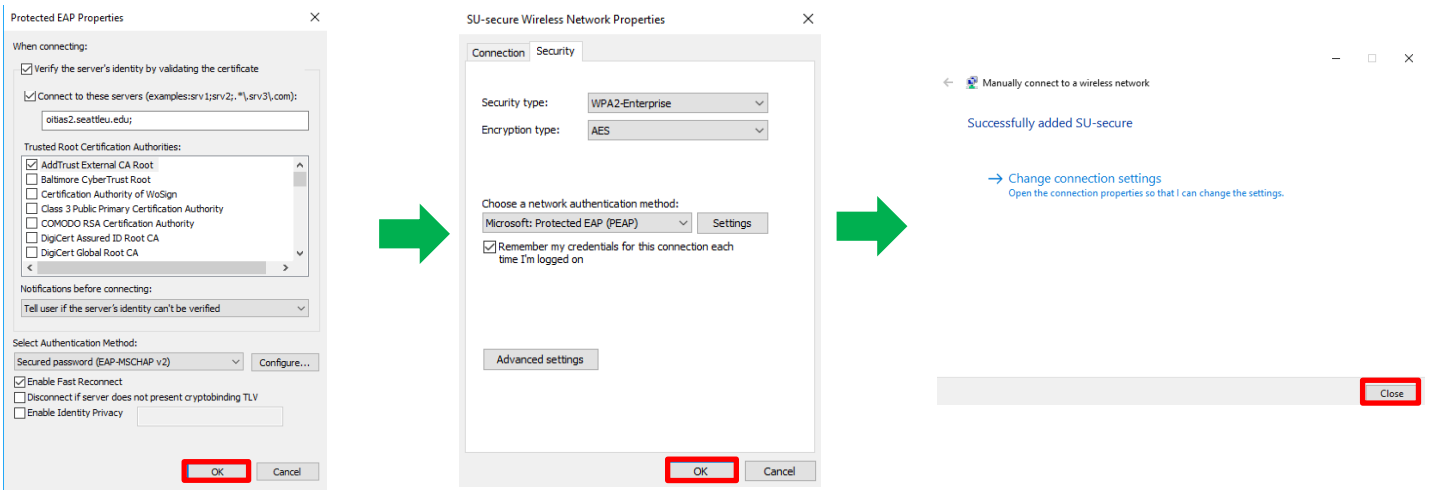
Connecting to SU-secure – Windows 10

Updated 10/10/18
Content provided by ITS Data Network Operations

e. The Protected EAP properties menu will appear. Make the following changes and click ‘OK’:
   i. Validate server certificate: **Checked**
   ii. Connect to these servers: **Checked**
   iii. Server list: **oitias2.seattleu.edu;**
   iv. Trusted Root Certification Authorities: **Check ‘AddTrust External CA Root’ and then scroll down in the list to check ‘USERTrust RSA Certification Authority’**
   v. Do not prompt user to authorize new servers or trusted certification authorities: **Unchecked**
   vi. Select Authentication Method: **Secured password (EAP-MSCHAP v2)**
   vii. Click on ‘Configure…’ next to the Authentication method dropdown bar and **uncheck ‘Automatically use my windows logon name and password’ in the popup box that appears, then click ‘OK’**
   viii. Enable Fast Reconnect: **Checked**



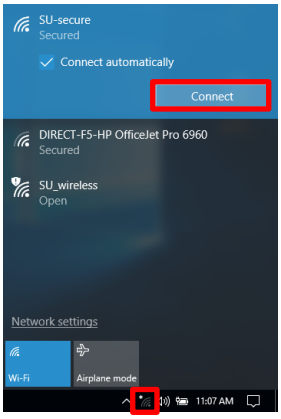
f. Click ‘OK’ on the Protected EAP properties menu
g. Click ‘OK’ on the Wireless Network Properties menu
h. Click ‘Close’ on the Manually Connect to a Wireless Network menu.

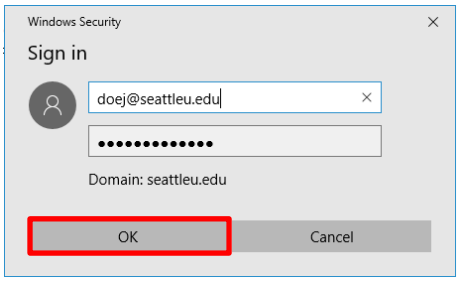


Connecting to SU-secure – Windows 10

Updated 10/10/18
Content provided by ITS Data Network Operations

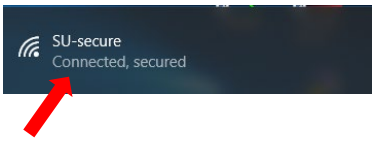
i. Click on the wifi icon in the system tray to bring up the list of available wireless networks. Select SU-secure from the list and click 'Connect'.
j. Enter your SeattleU credentials in the login window that appears and click 'OK' to connect.





3. Verify that you are connected

a. Upon successful connection, the system tray menu will show that you are connected to SU-secure:



4. If you are unable to connect your device to SU-secure after following the above steps:

a. Visit https://www.seattleu.edu/its/support/support-articles/wireless-network-connect-to-su-secure.html and locate the troubleshooting guide for your device.

If you need assistance

If you are still unable to connect to SU-secure after configuring your device according to the steps in this document, you can contact the Help Desk for assistance. For time-sensitive issues, the ITS Help Desk is available Monday-Friday 7:00am-7:00pm via phone at 206-296-5571. For non-time sensitive issues, or issues occurring outside Help Desk hours, you can contact the Help Desk via email at helpdesk@seattleu.edu..

When opening a support ticket with the Help Desk, please provide the following information:

- Your account username (i.e. 'doej').
- The brand and model of the device you are attempting to connect to SU-secure.
- The operating system version of the device you are attempting to connect to SU-secure.
- What location (building, room) you are attempting to connect in.
- A description of the error message or problem you are seeing.