



Troubleshoot Connecting to SU-secure – Android

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

This document provides step-by-step instructions for troubleshooting common connection issues seen with Android devices connecting to SU-secure. After completing each numbered section, attempt to connect to SU-secure again. If you are unsuccessful in connecting, continue on to the next numbered section.

Steps for Help Desk Members

1. Validate that the account is not locked out

- Open Active Directory Users and Computers
- Search for the account username and double click on the account
- Click on the 'Account' tab
- Validate that there is no 'This account is locked' message
- If the account is locked, unlock it and have the user attempt to log back in
- If repeated lockouts are seen, escalate the request to server engineers to identify which device is locking the user out.

2. Validate that the account has the correct group membership

- Open Active Directory Users and Computers
- Search for the username and double click on the account
- Click on the 'Member of' tab
- Validate that the account is a member of one of the following Active Directory groups: ALL-STAFF, ALL-FACULTY, ALL-STUDENT, ALL-ADJUNCT, Jesuit.

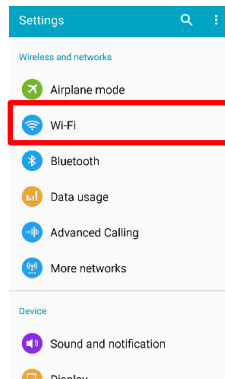
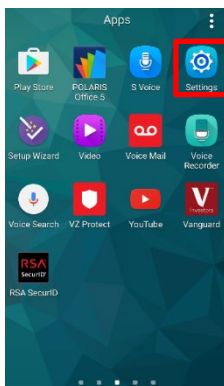
Steps for end-users

3. Validate Username/Password

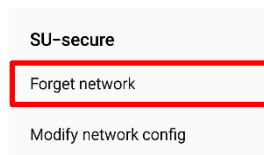
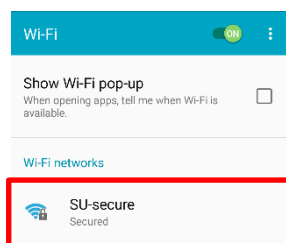
- Visit the SUonline page at <https://suonline.seattleu.edu/>
- Log in to SUonline using your SeattleU credentials.
- If you are unable to log in, visit <https://pwreset.seattleu.edu/> and click on 'I forgot my password'. Follow the steps to reset your SeattleU password.
- Repeat steps 3a and 3b to validate you can log in to your account before attempting to connect to SU-secure again.

4. Delete and rebuild SU-secure wireless profile

- Remove the existing SU-secure profile from your device
 - Tap on the Settings app to open up the settings menu
 - Tap on the Wi-Fi settings option



- Tap and hold on the SU-secure network and then tap on 'Forget network'





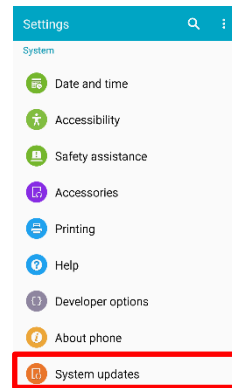
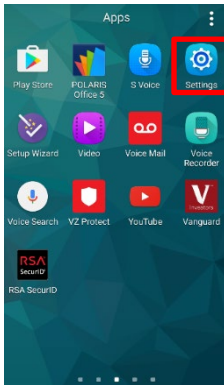
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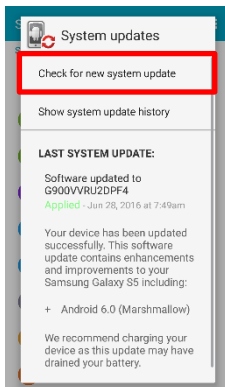
- b. Follow the SU-secure configuration guide for your device found at: <https://www.seattleu.edu/its/support/support-articles/wireless-network-connect-to-su-secure.html>

5. Validate that operating system is up to date

- a. Validate that Android is up to date
- Tap on the Settings app to open up the settings menu
 - Scroll down and tap on 'System updates'



- iii. Tap on 'Check for new system update'. If updates are installed, restart your device.



6. If you are still unable to connect

If you are still unable to connect to SU-secure after following the troubleshooting 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.