Instructions for Connecting to ACUwireless

For iPhones/iPads

- Go to **Settings** and ensure **Wi-Fi** is enabled
- Within the **Wi-Fi** tab, connect to the **ACUwireless** network name.
- At some point you may see a “Cannot Verify Server Identity” error pop up
  - Click **Continue** to proceed
- Open the **Safari** app and enter a web address such as www.acu.edu
• You should then see the “User Login” page

![User Login](image)

- Typically, your ACU Username and Password is your email username (for example, jdl99a) and password.
  - If you get a “Invalid username & password” error, try a second time.

![Login Error](image)

If it is still invalid and you have access to a computer/device with network connectivity, then go to the “Change Password” page (acu.edu/passwords)
Once you have completed the password change process, enter the new password into the **Password** field on the ACUwireless “User Login” page.

*If you continue to have problems, please visit the HelpDesk in the Learning Commons or call them at 325-674-4357 (between 8-5 weekdays).*

**For computers (Mac or Windows)**

- Make sure that you have selected the wireless network **ACUwireless**
- Open your preferred browser and enter a web address such as www.acu.edu
- You should then see the “User Login” page

![User Login Page](image)

- If you do not see the “User Login” page or if you receive an error message, verify that you are connected to **ACUwireless**.
  - **Windows:**
    - Click on the wireless icon on the bottom right hand corner of your screen
• If you are not connected, left click the wireless icon, select “ACUwireless” from the list and press the Connect button.

- Mac:
  • In the top right bar, click the wireless icon.

  ![Diagram of Mac wireless settings]

• If your wireless is turned off, select “Turn Wi-Fi On”.
• From the list select “ACUwireless”.
• Typically, your ACU Username and Password is your email username (for example, jdl99a) and password.
  o If you get a “Invalid username & password” error, try a second time.

```
* Username: johndoe
Invalid username or password
* Password: ********
* Terms: I accept the terms of use
Log In
```

  o If it is still invalid and you have access to a computer/device with network connectivity, then go to the “Change Password” page (acu.edu/passwords)
  o Once you have completed the password change process, enter the new password into the Password field on the ACUwireless “User Login” page.

*If you continue to have problems, please visit the HelpDesk in the Learning Commons or call them at 325-674-4357 (between 8-5 weekdays).*

**Typical Trouble Shooting Steps**

1. Clear cookies and cache
2. Forget Network
   a. iPhone/iPad
      i. Go to settings
      ii. Select Wifi
      iii. Tap on the arrow next to ACUWireless
      iv. Tap Forget this Network
3. Reboot the device