

Instructions for AstateSecure for Macbooks

1. Go to Finder>Applications>Utilities>Keychain Access.
 - a. On the login tab, find AstateSecure, right-click, and delete the network.
2. Also, go to Finder>Applications>System Preferences.
 - a. Click on Network, make sure Wi-Fi is selected, and click advanced.
 - b. From the Wi-Fi tab, delete AstateSecure, AstateAnywhere, and AstateGuest (if applicable).
 - c. Click ok and apply changes.
3. Then, select AstateSecure from the list of network names and submit your credentials to verify login.
 - a. If it says that it's a wrong username and password, most of the time, that's the problem. Try entering your username and password again. If this continues to fail, it's likely that your account has been locked for too many wrong password entries or there is something wrong with your account.
 - b. It's also possible that there's something odd with your account. Try the following:
 - i. If you are faculty or staff prefix your username with `astate\` or suffix it with `@astate.edu` For example: `astate\username` or `username@astate.edu`
 - ii. If you are a student prefix your username with `student\` or suffix it with `@smail.astate.edu` For example: `student\username` or `username@smail.astate.edu`
 - c. If it says cannot connect, try a couple of more times. For reasons unknown, it sometimes takes a couple of times to make the first connection. It should be more stable after that.
4. If you have problems with any of the above do the following:
 - a. Turn your wi-fi off and then back on. Try step three again.
 - b. Completely power off your device by holding on the power button and following the prompts. Try step three again.
5. If none of the above works, call the HelpDesk at 870-972-3933.

(Special thanks to Heather Boothman from the IT Store for help with these instructions)