

WiFi Troubleshooting Information

Updated 10/25/2018

Problem 1: Instead of seeing the Registration Page, you get a "Page Cannot Be Displayed" message.

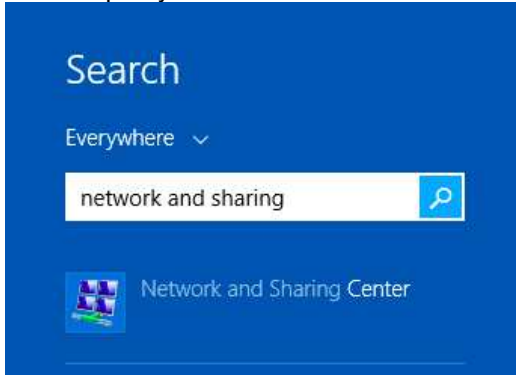
Solution 1: Verify that your TCP/IP settings are set to "Automatic" using the instructions below:

Restoring Automatic Network Settings

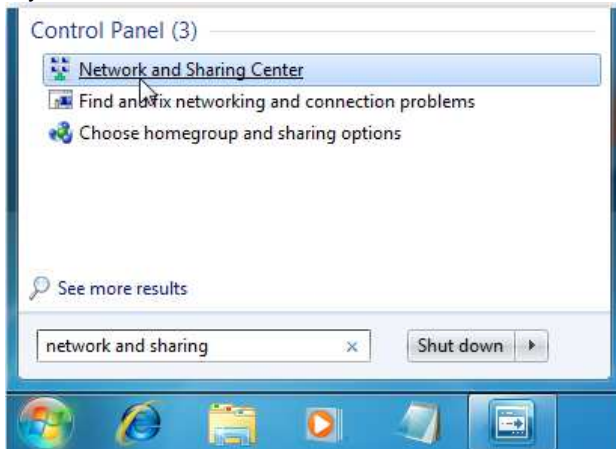
Steps for Windows 7, 8.x and 10

Scroll down for Macintosh OSX instructions.

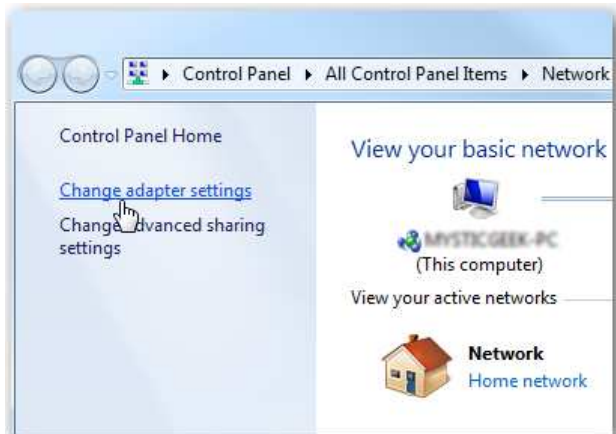
1. In the Start Menu, type "network and sharing" into the Search box, and select "Network and Sharing Center" when it comes up. If you are in Windows 8.x it will be on the Start screen itself, like the image below:



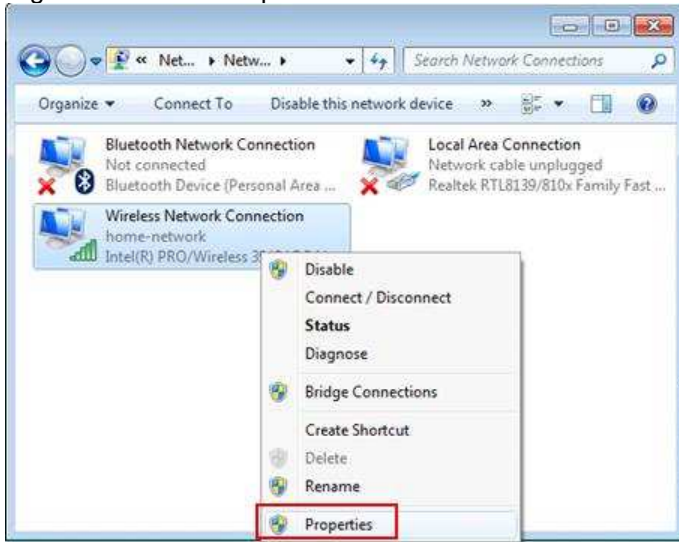
If you're in Windows 7 or 10, it will be in the start menu, like the image below:



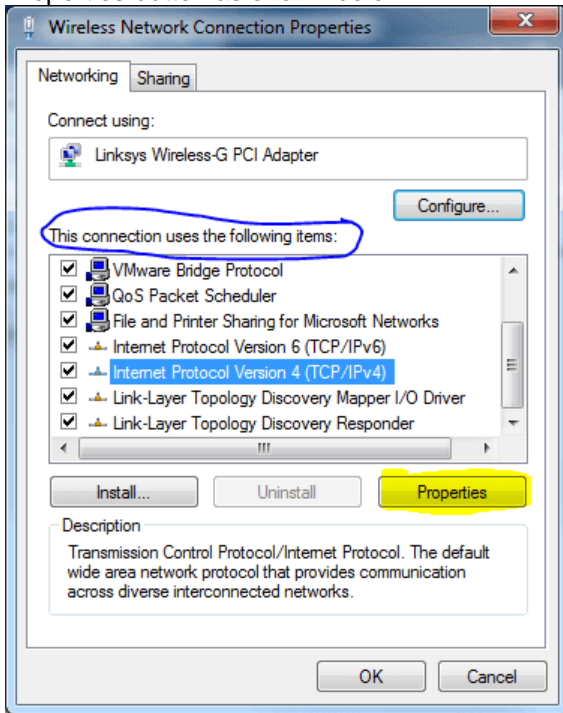
2. When the Network and Sharing Center opens, click on "Change adapter settings" as shown below. This will be the same on Windows 7 or 8.x or 10.



3. Right-click on the adapter labeled "Wireless Network Connection" and select "Properties" as shown below:

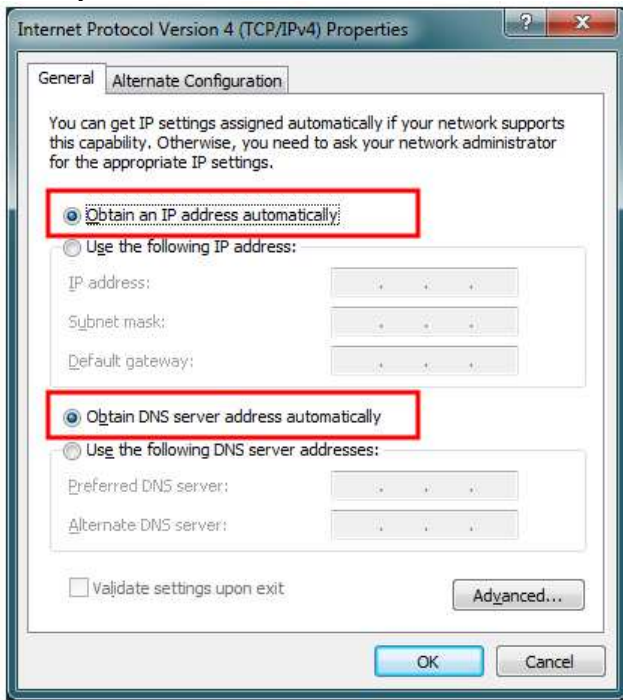


4. In the Wireless Network Connection Properties window, highlight "Internet Protocol Version 4 (TCP/IPv4)", then click the Properties button as shown below:



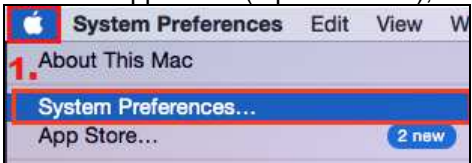
5. Verify that the radio button beside "Obtain an IP address automatically" is selected as shown below.
6. Verify that the radio button beside "obtain DNS server address automatically" is selected as shown below.

7. When you're finished, click OK.



Steps for Macintosh OSX

1. Click the Apple icon (top left corner), select "System Preferences" as shown below:

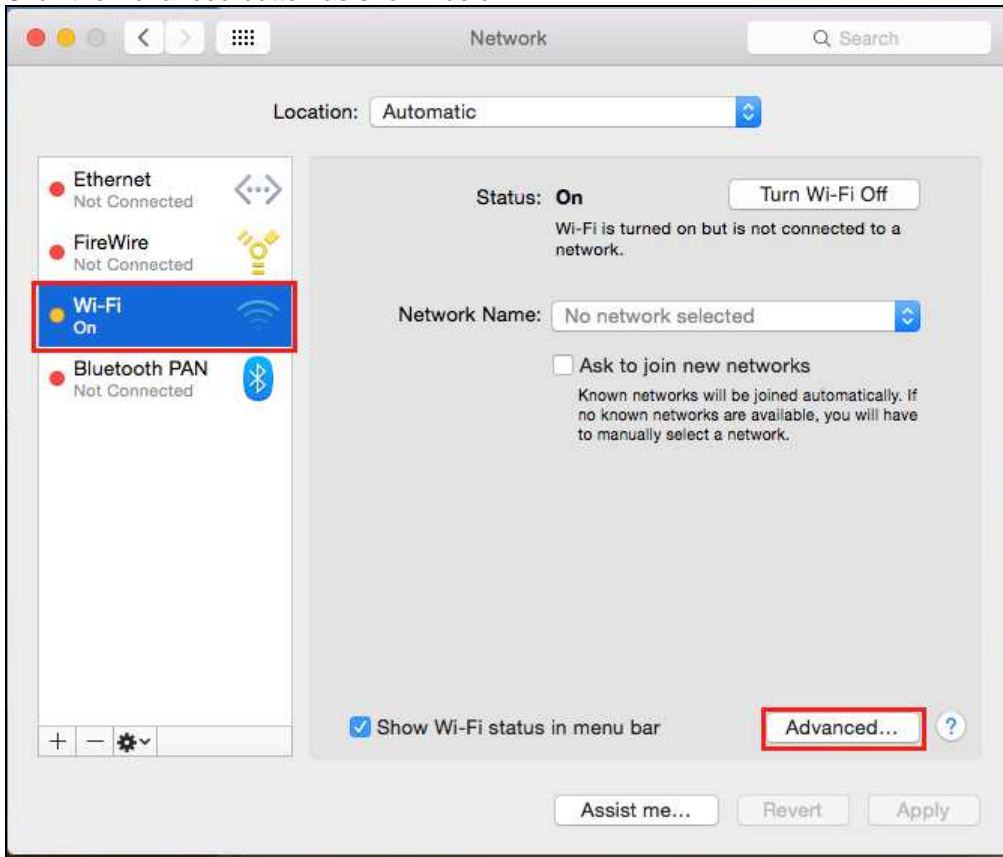


2. Click the Network icon as shown below:



3. Select Wi-Fi from the side menu.

4. Click the Advanced button as shown below:



5. Select the TCP/IP tab.
6. For "Configure IPv4" - Select "Using DHCP".
7. For "Configure IPv6" - Select "Automatically".
8. Click the "Renew DHCP Lease" button as shown below:

