Troubleshooting WiFi (AirPennNet) Issues

Returning to campus after being away for several months? You may need to **Reconnect your University-owned and managed Windows computer to AirPennNet**.

This article will help you diagnose & troubleshoot any issues you might be having with Penn’s WiFi network, AirPennNet. Please see below for a list of common problems & solutions. For more information and troubleshooting steps, please see the University’s **Tips**.

**Before You Start**

You will need one or more of the following before you can complete this task:

- PennKey credentials
- Administrative rights to your device

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**General Connectivity Issues**

**AirPennNet Status**

Having trouble connecting to AirPennNet? Check our **status page** to make sure it isn't a widespread problem.

**Invalid Username or Password**

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**Connectivity Problems**

Read More ➔

**Configuration Problems**

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**Android Issues**

If you have followed the directions for configuring your Android phone/device and are still having trouble connecting, you can try the following.
These directions may vary depending on your Android version and whether the phone manufacturer has customized it.

MacOS Issues

Make sure to follow all the steps, including a restart of your computer.

iOS (iPhone, iPad, etc) Issues

Forget the network & reconnect

Safari Stuck on Connect to AirPennNet