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Troubleshooting WiFi (AirPennNet) Issues

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The AirPennNet Configuration Tool, *Connect to AirPennNet*, was retired on July 16, 2024.
Use **AirPennNet Guest** to configure or re-configure your device for 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](#).

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

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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AirPennNet-Guest is NOT recommended for students, faculty and staff who want to connect to the wireless network. This option is designed for guests at the University and has limited bandwidth.



Laptops with the new **Snapdragon CPU** are unable to install the security configuration needed to access AirPennNet. As a workaround, you can follow the instructions for Wharton-managed devices to set up AirPennNet, but please be aware that using this method on a non-Wharton-managed device will result in your connection being **less secure** and is **not recommended**.

General Connectivity Issues

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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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Reporting Coverage Issues

If you would like to report any weak signal or network coverage issues in Wharton buildings, you can [use this form](#).

Android Issues

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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.

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MacOS Issues

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

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iOS (iPhone, iPad, etc) Issues

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Forget the network & reconnect

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Safari Stuck on Connect to AirPennNet

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