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

**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**

**Connectivity Problems**

**Configuration Problems**

**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