

# Troubleshooting WiFi (AirPennNet) Issues

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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

[Read More](#) →

### Connectivity Problems

[Read More](#) →

### Configuration Problems

[Read More](#) →

## 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.

[Read More →](#)

## MacOS Issues

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

[Read More →](#)

## iOS (iPhone, iPad, etc) Issues

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### Forget the network & reconnect

[Read More →](#)

### Safari Stuck on Connect to AirPennNet

[Read More →](#)

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