

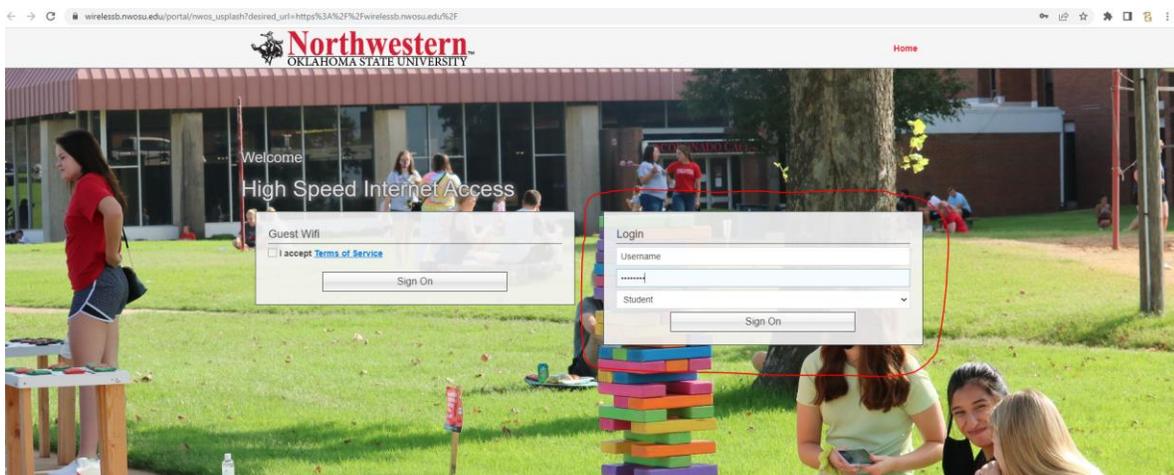
Troubleshooting Dorm Wi-Fi

Important Notes:

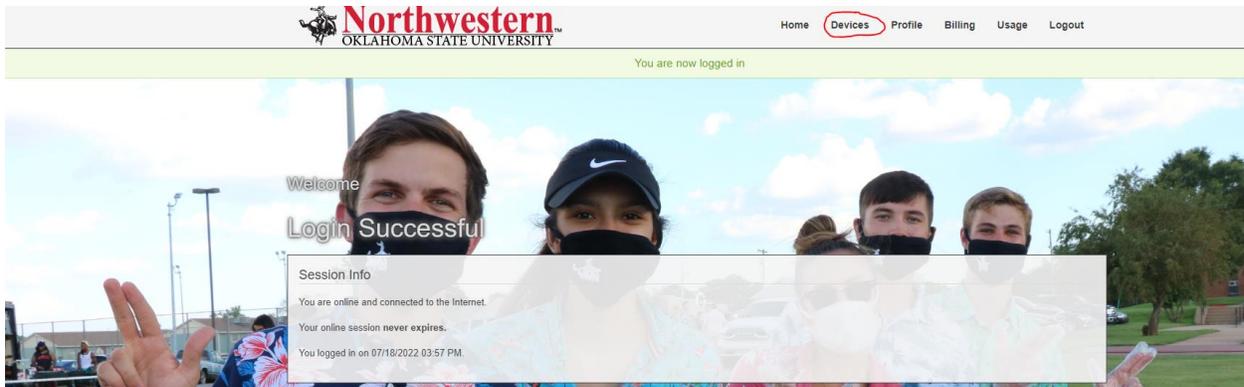
- After connecting to the Wi-Fi, make sure you sign in using your self-service username and password to authenticate your device to your account. If you do not do this, it will assume you are a guest and limit your network speed. Devices such as iPhones, Androids, Computers and laptops should automatically pop-up a login screen. Gaming consoles, smart TV's, printers and other similar devices will not pop up automatically, and instead must be paired manually to your account.

Tip: How to Manually Authenticate Devices

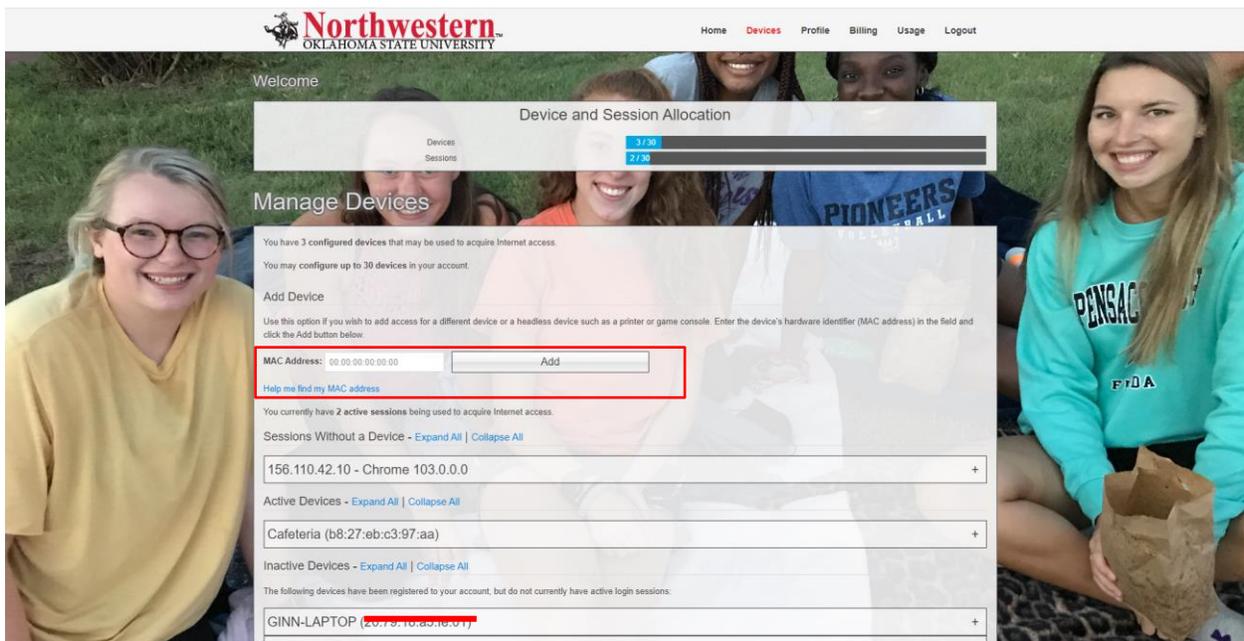
If the authentication does not pop-up automatically, or you are trying to connect a gaming console, smart TV, printer, or other similar device go to wirelessb.nwosu.edu. Next, log in using your self-service username and password. For help finding your default username and password [click here](#).



After logging in, click on the devices tab at the top right of the page.



From this page, you will be able to see all the devices currently paired to your account and pair any additional devices. To pair a device, first connect it to the NWOSU_Rangers Wi-Fi, then come back to this page on any device and enter the MAC address of the device you are trying to pair. For instructions on finding the MAC address of common devices, [click here](#) or continue scrolling.



Finding Mac Address of Common Wireless Devices:

- Instructions:
 - https://wirelessb.nwsu.edu/portal/nwos_usplash/mac_info
- Helpful Videos:
 - Playstation 4 - <https://www.youtube.com/watch?v=Jlzo4tbpL0U>
 - Xbox One / Xbox 360 - <https://www.youtube.com/watch?v=n9e1NKP510k>
 - Playstation 5 - <https://www.youtube.com/watch?v=g28NAMH1lgo>
 - Xbox Series X/S - <https://www.youtube.com/watch?v=E5pdP2zRkYE>
 - LG Smart TV - <https://www.youtube.com/watch?v=iLIDiv9kXPU>
 - Samsung Smart TV - https://www.youtube.com/watch?v=ZXW4_wFWRCo
 - Roku Smart TV - https://www.youtube.com/watch?v=e2bfs6K_ZbI
 - Amazon Echo - <https://www.youtube.com/watch?v=wYZUI8K1DhA&t=20s>

Troubleshooting Other Common Wi-Fi Issues:

- Private Wi-Fi Addresses
 - It is important to turn off “Private Wi-Fi” on all of your devices for the NWSU_Rangers Network. This changes your device MAC address occasionally, causing authentication errors. Apple calls the setting “Private Wi-Fi Address” while Windows calls it “Random Hardware Addresses.”

How to turn off private Wi-Fi Addresses:

- iOS/iPhone & Android - <https://www.youtube.com/watch?v=XJyFLz0tA9M>
- Windows 10 - <https://support.boingo.com/s/article/How-to-Disable-MAC-Randomization-in-Windows-10>
- Windows 11 - <https://thegeekpage.com/how-to-enable-or-disable-random-hardware-addresses-in-windows-11/>

Self-Service Account Help:

SELF-SERVICE

<https://selfservice.nwosu.edu/student>

Your username is the first part of your email address (**all lowercase**): Example: jmdoe12

Your password will be your first initial, last initial, 8 digit date of birth, !. Example - if your name is Jane Doe and your birthdate is April 17, 1998, your password will be jd04171998! The letters in your default password will be **lower case**.

It is recommended that you change your password from the default as soon as possible. Additional account information can be found on the Northwestern Website at <https://www.nwosu.edu/e-mail-access>.

For additional help please contact your RA.