

Wi-Fi Troubleshooting Guide

Initial Connection & Basic Troubleshooting

Connecting to BCM's Wi-Fi

Connecting to Wi-Fi varies based on device (phone, laptop, tablet) and operating system (Mac/iOS, Windows, Linux, Android).

- The normal process for connecting to BCM's Wi-Fi initially, is to select "bcm-wifi" and then enter your BCM credentials (BCM username and password).
 - On a Mac or iPhone, you will be prompted to accept or trust a certificate which should allow you to connect afterwards.
 - On Android devices, there are often additional fields to fill in, such as certificate information and domain. Most can remain as default; for domain enter "bcm.edu".

If the connection fails, try entering "bcm\" before your username.

For most failing to connect the first time (or after a password change) this should allow connection.

Staying Connected to BCM's Wi-Fi

If you are having trouble staying connected to "bcm-wifi" after your initial connection setup, check the following settings:

- Check if you are currently connected to "bcm-guest".
- The "connect automatically" is enabled.

Solution: Disable or delete/forget may resolve these issues.

Unable to Connect to Websites

If you have issues accessing a specific website or specific application, please try browsing to a different website/application to ensure you are connected to the Internet.

If your Internet access is failing entirely, try the following solutions:

1. Disconnect your device from "bcm-wifi".
2. Removing/deleting or forgetting "bcm-wifi" on your device.
3. Then create a fresh connection with your BCM credentials as listed above.
4. If you still have issues, please contact the IT Help Desk (see information below).

BCM's Wi-Fi vs. BCM-Guest

What is the difference between "bcm-wifi" and "bcm-guest"?

- Use "bcm-wifi" if you have BCM credentials to access it.
- The "bcm-guest" is intended for guest use and has zero access to anything internal to BCM, as well as being a lower priority connection by design.



Support Contact Information

If you still have issues or need assistance, please contact the IT Help Desk at (713) 798-8737, visit <https://it.bcm.edu>, scan the QR code to submit a ticket, or email wi-fiissues@bcm.edu. Please provide your BCM ID and location of your issue.

