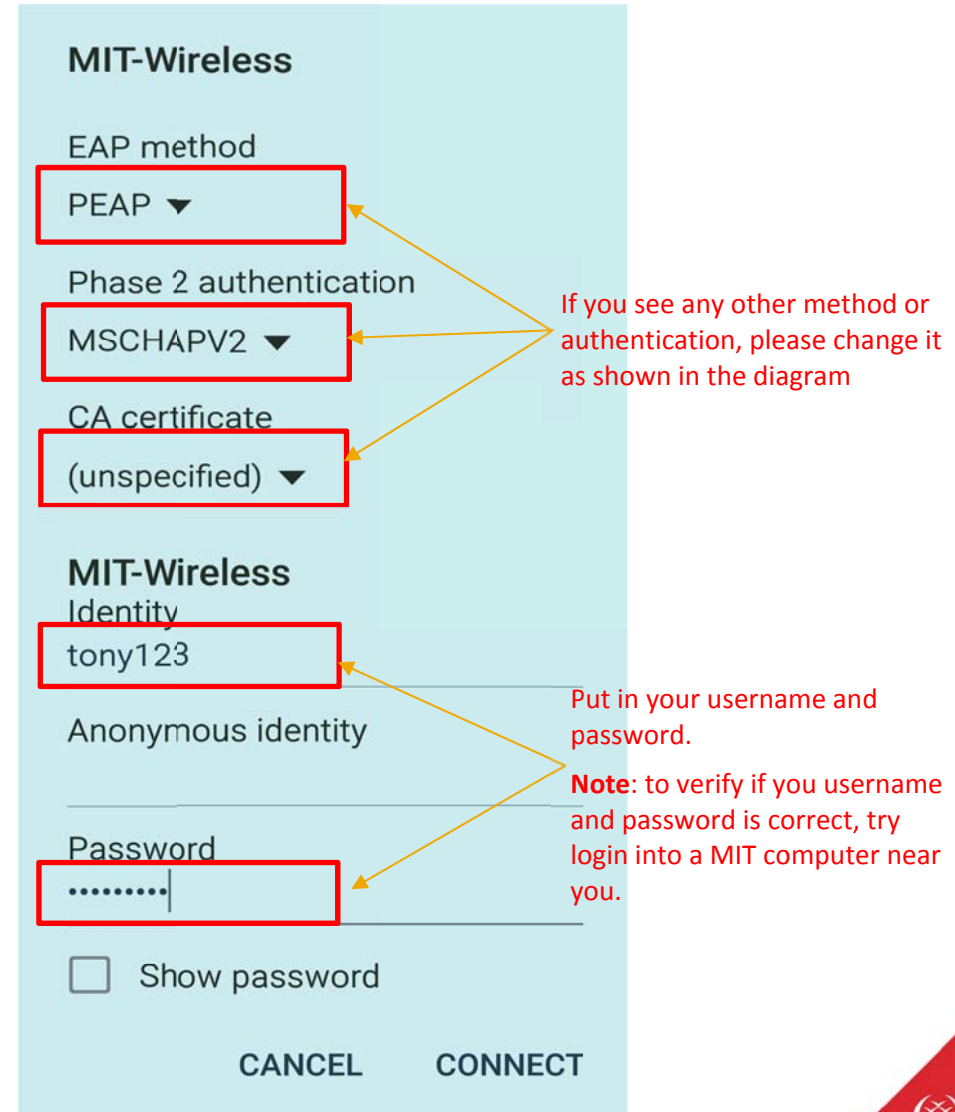
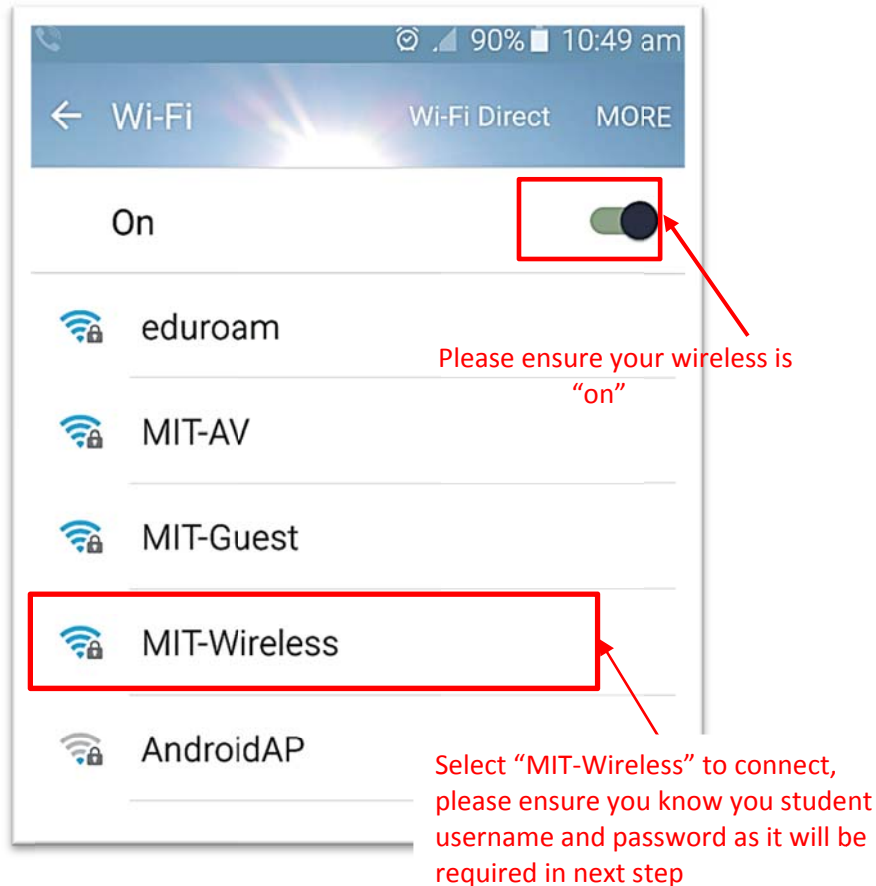


## Connecting to MIT-Wireless on an Android, Tablet or Mobile Device

When on campus you would be able to connect to the internet on your Android, mobile or tablet device via the MIT-Wireless network.



### Contact Us

For further support visit <http://icts.manukau.ac.nz/> or contact the Service Desk on 09 968 7600 option 2  
MIT Otara, NB Block, Newbury Street, Otara | Private Bag 94006, Manukau 2241, Auckland, New Zealand  
T 09 9687600 | E icts.helpdesk@manukau.ac.nz | W icts.manukau.ac.nz

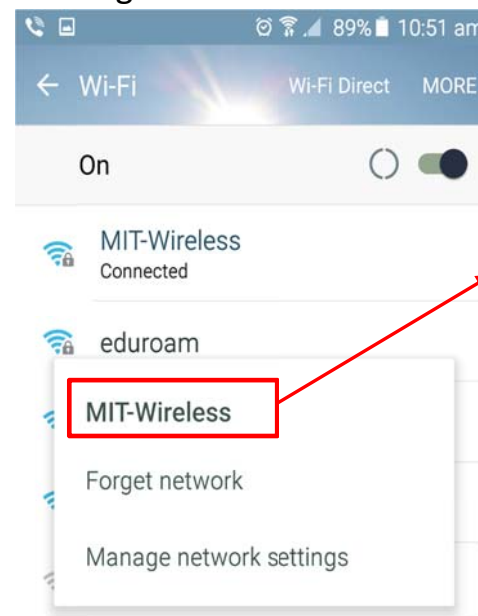
## Simple Troubleshooting

1. I am getting an “Authentication Problem” error message

- Verify you are connecting to MIT-Wireless using the correct username or password.  
A quick way to test whether your details are correct, is to log in to a MIT computer near you or by trying to login into BYOD portal <https://apps.manukau.ac.nz/Citrix/AppsWeb/> . If you need to reset your password you can do so by going to the Password Reset portal <https://reset.manukau.ac.nz/>.

2. I connected to MIT-Wireless in the past and changed your password since then, now it won't connect?

If you reconnect a pop up box will appear prompting for your new password. If not you can use the “Forget Network” option and try reconnecting – see diagram below



Press and hold on MIT-Wireless and you will get the option to **Forget Network**, **select it to disconnect** completely from wireless