Android Phone Wireless Setup

1. Return to our home screen by using the Home Button, looks like a house.
2. Press your menu button and select System Settings
3. Turn on WiFi.
4. Touch the WiFi icon to open a menu of available networks.
5. Select ‘UA Secure’ from the list
6. Enter your UARK credentials into the pop-up box, username in the Identity box and password in the Password box.
7. Touch connect.

Troubleshooting Note: If you are experiencing problems connecting to UA Secure, remove the connection profile from your device and create a new one. To remove the connection:

1. Return to our home screen by using the Home Button, looks like a house.
2. Press your menu button and select System Settings.
3. Touch the WiFi icon to open a menu of available networks.
4. Select UA Secure from the list and choose Forget.
5. Then you will have to follow the steps above to add it back to your saved networks.

These instructions work in most cases. Specialized hardware or software or unique configurations may mean extra steps are necessary.

Known Issues:

Wireless Throughput – Wireless is a shared medium. Devices in use on the same access point can affect the speed at which you connect. Legacy devices that connect to access points can cause newer devices that support faster speeds to instead connect at the slower speed. This is expected functionality. We recommend using the 5 GHz frequency, rather than 2.4 GHz, if your device supports it.

Technical Support:

If you are unable to access the Internet after following these instructions, open a support ticket online at http://housing.uark.edu/resnet. Given the nature of the problem, it may be necessary to use an alternate computer or visit the front desk of your residence hall or apartment.

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