**Windows 7 Wireless Setup**

1. Open the Start menu and click Control Panel.
2. Click Network and Internet. Click Network and Sharing Center.
3. Click Manage Wireless Networks. Click Add.
4. Click "Manually create a network profile," and enter UA Secure in the Network name field.
5. Select WPA2-Enterprise from the Security type dropdown menu. Click Next.
6. Click "Change connection settings." Click the Security tab.
7. Click Settings. Check the "GeoTrust Global CA" box.
8. Click Configure. Uncheck the "Automatically use my Windows logon name and password (and domain if any)" box. Click OK.
9. Click OK and click Close.
10. Click the wireless connection icon in the Windows system tray. Select ‘UA Secure’ and click Connect.
11. Enter your UARK username and password. Click OK.

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](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.