WIFI TROUBLESHOOTING

HELPING YOU SOLVE ISSUES WITH CONNECTING TO THE "BYOD" NETWORK

COMMON ISSUES

TRY THESE FIRST

☞ HAS YOUR PASSWORD BEEN RESET RECENTLY? IF SO, YOU MUST "FORGET" THE NETWORK, RE-CONNECT, AND ENTER YOUR USERNAME AND NEW PASSWORD

☞ MAKE SURE YOU ARE USING THE CORRECT "BYOD" NETWORK (STUDENT)

☞ IF YOU ARE STUCK ON THE WRONG NETWORK (I.E. SD68GUEST), YOU MUST "FORGET" THAT NETWORK BEFORE JOINING THE BYOD NETWORK

☞ SOMETIMES YOU MUST "FORGET" THE BYOD NETWORK AND ASK TO JOIN AGAIN

☞ IF YOU ARE REQUIRED TO INPUT A DOMAIN, USE SD68.BC.CA

GENERAL TIPS

THESE CAN HELP WITH MULTIPLE ISSUES

☞ TURN YOUR DEVICE COMPLETELY OFF (POWER OFF) THEN RESTART

☞ TRY USING ALL LOWERCASE LETTERS IN YOUR USERNAME

☞ BE CAREFUL WHEN ENTERING YOUR PASSWORD (PASSWORDS ARE CASE-SENSITIVE)

☞ DO NOT PUT "@SD68.BC.CA" OR "@EDU" OR "@LEARN68.CA" IN YOUR USERNAME

IF YOU ARE UNABLE TO CONNECT TO DISTRICT WIFI, CONTACT YOUR TEACHER OR YOUR SCHOOL OFFICE FOR ADDITIONAL SUPPORT

NANAIMO LADYSMITH PUBLIC SCHOOLS