



Instructions for Windows 11 Users

1. From the **Start** button, select the **Settings** icon.
2. Select **Network & Internet**.
3. Select **WiFi**, click **Show Available Networks**.
4. Select **CougarWiFi**, click **Connect**.
5. Launch your Internet browser. At the welcome page, be sure read the **Appropriate Use Policy** before logging in. Enter your **CougarWeb Username and Password**, click the **I agree to the terms and conditions** box, then click **Sign On**.

Troubleshooting Tips

Problem: I just changed my Collin password and now I cannot login to CougarWiFi.

Possible Solution: Try logging into CougarWeb using your new password, then try logging into CougarWiFi.

Problem: I am not receiving the CougarWiFi Welcome Page.

Possible Solution: Check your TCP/IP settings.

Click the **Start** button, select the **Settings** icon.

Select **Network & Internet**.

Select **Wi-Fi**.

Select **Hardware properties**.

Make sure **IP assignment** and **DNS server assignment** are both set to **Automatic (DHCP)**. If there is a static IP set for either setting, you will not be able to connect to CougarWiFi.

If any changes are made, click **Save**.

Launch your browser to see if the "Welcome" page will open.

Problem: I receive the welcome page, but after I enter my username and password I am still at the welcome page.

Possible Solution: Do you have a Collin CougarWeb username and password? If you are a faculty or staff member, you will need to contact the Help Desk for information on how to obtain your username and password. If you are a Guest to Collin, you will need to contact your Collin Sponsor for login credentials.

Problem: I cannot connect to CougarWiFi or I am connected and the signal is very weak.

Possible Solution: Try moving to another location.

Problem: I was connected, but now I cannot access any web pages.

Possible Solution: You may have been timed out by the system. Try rebooting your computer and connecting again.