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## Connect Windows to Brown's Wireless Network

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*If you're having difficulty logging onto the wireless network, make sure your username and password are working by going to <https://myaccount.brown.edu> and logging in. You can contact the IT Service Center for username and password issues or you continue to have issues connecting to the WiFi.*

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Go To [wifi.brown.edu](http://wifi.brown.edu)

While on Brown-Guest, connect to the wireless as shown below. Go to [wifi.brown.edu](http://wifi.brown.edu) and follow the onscreen steps.

### **Brown (secure)**

Brown (secure) WiFi uses your **Brown username and password**. Make sure to use your username in **all lowercase** letters. Using an uppercase letter will cause an authentication issue.

### **Eduroam**

Eduroam uses your Brown **username@brown.edu** and password. This is your short Brown username, **not your Brown email address**.

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## Alternative Setup (not recommended)

The steps below may help for those who are unable to successfully connect using the default method above. However, if issues continue to persist, confirm your username and passwords are working by logging into site like [MyAccount](#). You may also have malware installed on your computer preventing a successful connection. You can stop by the IT Service Center if you need help removing malware or if you are still unable to connect to the network.

1. Download and extract (right-click on the file and choose extract all) the contents of [this zip file](#).; the file is also at the end of this article.
2. Right-click on the add\_brown file and Run as administrator.
3. A prompt will appear, allow it to run.
4. You will see a command line window appear and shortly disappear.
5. You should receive a prompt to sign into the Brown network.
  1. If not, click on the Wireless symbol in the system tray--near the system clock--and click on the Brown network.
  2. You should then receive the prompt to provide your Brown username and password.
6. You should be connected after a few moments.

## Troubleshooting

**Username and Password:** Make sure you can sign into sites like [MyAccount](#) by manually typing in your Brown username and password.

**Re-Add Network:** You may need to just re-do the setup process to get connected. Remove Brown from your saved networks list and remove the Brown profile.

1. Click on the **Network icon** on the status bar. This is displayed as reception bars near the time on the task bar.
2. Click on **Network Settings**
3. Click on **Manage Known Networks**
4. Select **Brown** and click **Forget**
5. Repeat the process to connect to Brown wifi.

**Network Driver:** There may be an issue with your network drive. This may be quickly resolved by going into Device Manager and uninstalling an re-installing the wireless network device. **Do not check the Delete driver.. option** unless you have new drivers from the manufacturer.

**Malware:** A common problem is that malware is installed on your computer which is

the route of the issue. We suggest running programs like [AdwCleaner](#) and [Junkware Removal Tool \(JRT\)](#). We urge you always **backup your data** when running programs like these. Feel free to reach us for more help on this.

**Slow or Constant Connecting Issues:** There is a known issue that having both the Brown-Guest and Brown wireless profiles on your computer can cause issues. [Remove Brown-Guest](#) to resolve this.

#### Attachments

- [Add\\_Brown\\_WiFi.zip \(3.96 KB\)](#)

#### Related Content

- [Connect to Brown's Wireless Network](#)
- [Connect to Brown's Guest Wireless Network](#)
- [Connect to the Eduroam Network](#)