



# Annenberg

SCHOOL FOR COMMUNICATION

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## Connect to AirPennNet (All Devices)

Andres Spillari - 2021-10-05 - in AirPennNet

### Overview

Due to network security upgrades, you may need to take a few simple steps to connect your laptop and devices to AirPennNet when on campus. Apple users may have some additional steps, please read these instructions carefully.

### Connect to AirPennNet

1. Open your wireless settings and select the network called “**Connect to AirPennNet**”
2. Next, open a web browser and navigate to: <http://www.upenn.edu> (NOT https://). **If on Mac, use Safari.**
  1. If <http://upenn.edu> doesn't load, then type in <http://cloud.securew2.com/public/29559/AirPennNet/> directly, it is case sensitive!
3. On the next page, you'll either have a **Join Now** button which will download a Wi-Fi Wrapper called Securew2. Or you'll be prompted to enter your Penkey credentials. (if you enter them wrong, it wont correct you until later down the line. [Test your Penkey here!](#))
  1. Once the Wi-Fi wrapper is downloaded, run it and you'll be prompted for your Penkey credentials
4. If you used the wrapper, click the **Join Now** button and carefully follow the onscreen instructions to connect to AirPennNet.
  1. on iPhone, next steps will be inside your Settings app. First will be to install the **Downloaded Profile** from the top of the settings page.
  2. on Macs, you will be prompted for your laptop password at least 3 times after entering your Penkey
  3. on Samsung, if the webpage breaks, you may need to hit the drop down menu and click "Local Server" to download an app and run it, only then will you be

able to click **Join Now**

5. **For MacOS and iOS**, if you've entered the wrong credentials or can't connect, you'll have to remove the profile first and then start over with the Wi-Fi wrapper/website
  1. for MacOS, go to System Preferences -> Profiles (only shows up after an attempted configuration) -> Minus button to delete the profile
  2. for iOS, go to Settings -> General -> Scroll to the bottom to find Profile and remove the profile before restarting the instructions

## If you still can't connect to AirPennNet

If you still can't connect to AirPennNet, you may want to reconfigure the AirPennNet settings on your laptop or device. This requires that you have administrative access to your device.

**For laptops and devices owned and managed by ASC**, you may not have administrative access. Please contact/email [ithelpdesk@asc.upenn.edu](mailto:ithelpdesk@asc.upenn.edu) for assistance.

**For personal laptops and devices**, and any other devices where you have administrative access, you can complete configuration by removing your existing AirPennNet settings and reconnecting using the JoinNow wizard.

1. Review and complete the steps outlined in our detailed guide to [Removing AirPennNet Settings from a device](#)
2. Open your wireless settings and select the network called "Connect to AirPennNet"
3. Open a web browser and navigate to: <http://www.upenn.edu>
4. Click on the "JoinNow" button and carefully follow the onscreen instructions to connect to AirPennNet. You'll be prompted to enter your PennKey and password

## Additional information

For detailed technical information and troubleshooting tips, see:

- [Reconnecting to AirPennNet](#)
- [Connect to AirPennNet and JoinNow](#)
- [Removing AirPennNet Settings from a device](#)

Have additional questions or need help? please contact us at [ithelpdesk@asc.upenn.edu](mailto:ithelpdesk@asc.upenn.edu) to submit a support request