



Trouble Connecting to Schools-WiFi?

As students return to in person learning, there can be issues with them connecting their assigned laptop to the Schools-WiFi SSID. If your students are having issues, follow these steps to get them properly connected.

- I. **If the student can login to the computer but is getting an error connecting to the schools.mnpsk12-wifi SSID,**
 - a. Have the student login to the computer, click on the wireless network icon in the far right of the task bar.
 - b. Click on the schools.mnpsk12-wifi entry and select the 'Forget this network' option.
 - c. Click on the wireless network icon again, select the schools.mnpsk12-wifi SSID -click connect, enter the student credentials.
 - d. User should show 'connected' on the schools.mnpsk12-wifi listing.

- II. **If the student can't get logged in, and the schools.mnpsk12-wifi is not showing connected-**
 - a. Click on the wireless network icon below the login field.
 - b. Find the 'Welcomeback-MNPS' SSID in the wireless network list.
 - c. Use the password 2021B3@we\$ome3 (case sensitive)
 - d. Have the student login to the computer.
 - e. Follow the steps to forget the schools.mnpsk12-wifi SSID described above (Ia)
*** A restart of the computer may be needed following the successful connection to the schools.mnpsk12-wifi SSID.*



Metropolitan Nashville Pubic Schools
Technology Services Department

Open a support ticket at <https://servicepro.mnps.org> or,
Contact the Technology Assistance Center at 615-269-5956