

Common Wi-Fi Problems

1. Issue: “Authentication Failed” error

STUDENTS:

Enter the same username and password you use to login to the Portal, Canvas, and Office 365.

FACULTY & STAFF:

Your username must be entered as either your full e-mail address or shastacc\username (jsmith@shastacollege.edu OR shastacc\jsmith). Use the same username and password you use to access your office computer, Office 365 e-mail etc.

Authentication failed.

Username:

Password:

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- **Possible Cause:** Your username or password were typed incorrectly.
 - **Solution:** Please try carefully typing in your username and password again. If you forgot your username or password, you could look up your username or reset your password via the main ShastaCollege.edu website by going to the portal sign in page.

Log In to Shasta Portal

Username

Password

☐ I am staff/faculty

By logging into the Shasta Portal, you are agreeing not to disclose confidential information protected by privacy laws. Unauthorized access and/or use of this system is prohibited.

Log in

[Reset Password](#) | [Forgot Username?](#)

[New Account](#) | [Help](#)

- **Possible Cause:** You're not currently an enrolled student. Only currently enrolled students can sign-in to the "Shasta College" Wi-Fi network with the "Student / Faculty / Staff" option.
 - **Solution:** You can try reconnecting to the network and then choose the "Guest and Visitors" option.
 - **Solution:** If you are trying on the same day that you registered for classes, you may need wait up to an hour for our systems to flag your account as enrolled.
- **Possible Cause:** You are a current or former student worker, tutor, or any other employee that has or had an Employee user account.
 - **Solution:** If your employment status is still active, add **@shastacollege.edu** to the end of your username.
 - Example: **ilastname@shastacollege.edu**
 - **Solution:** If your employment status is no longer active but you're currently enrolled as a student, add **@students.shastacollege.edu** to the end of your username.
 - Example: ilastname@students.shastacollege.edu
- **Possible Cause:** A password manager is auto filling your password after you recently changed your password and is no longer correct.
 - **Solution:** Delete or update the saved password in your password manager before trying to reconnect.

2. **Issue: Sign in Page won't Load after initial connection to "Shasta College" wireless network on Windows Computer**

- **Possible Cause:** A variety of modifications or third-party software could be interfering with this step, including:
 - Browser extensions such as adblockers or script blockers.
 - Modified DNS network settings in Windows, i.e., DNS changed from "automatically obtain server addresses" to Google DNS.
 - Third party security software or website filtering software.
 - **Solution:** Try disabling any 3rd party software and browser extensions. Try using another browser such as Chrome, Firefox, or Edge.
 - **Solution:** Change any custom Windows network settings you've made back to default one at a time to find the cause. Shasta College IT Staff are not permitted to work on personal computers so you may need to seek outside technical assistance.
- **Possible Cause:** Your browser is enforcing a security setting called HSTS. This will block your browser from automatically redirecting you to the Wi-Fi sign-in webpage located at wifi.shastacollege.edu

- **Solution:** After you initially connect to the “Shasta College” wireless network, open your browser and manually type **wifi.shastacollege.edu** into the address bar and hit enter. Proceed with the normal sign in steps once the page loads.

3. Issue: Sign in Page won’t Load after initial connection to “Shasta College” wireless network on Mobile Phone or Tablet

- **Possible Cause:** Your cellular carrier may have preloaded an app on your phone that isn’t compatible with our Wireless system. In particular, the “Safe Wi-Fi” app from Verizon Wireless has been seen to cause this issue.
 - **Solution:** Look for and uninstall “Safe Wi-Fi” or other similar third-party Wi-Fi apps from your Android or iPhone before trying to connect again.
- **Possible Cause:** Your phones saved wireless connections may have an incorrect or misconfigured setting saved for the “Shasta College” wireless network.
 - **Solution:** Navigate to your phone or tablet’s Wi-Fi settings page and choose “forget network” on the “Shasta College” network.
 - On an iPhone or iPad, tap the blue “i” next to the network name to reveal the “forget network” option.
 - On an Android, tap and hold the network name to reveal the menu with the “forget network” option.