Student Wireless Network (Wi-Fi) Guide

Below is the list of Student Wi-Fi connections for the RSCCD campus sites.

<table>
<thead>
<tr>
<th>Location</th>
<th>SSID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Santa Ana College</td>
<td>SAC-STUDENT</td>
</tr>
<tr>
<td>Santiago Canyon College</td>
<td>SCC-STUDENT</td>
</tr>
<tr>
<td>Centennial Education Center</td>
<td>CEC-STUDENT</td>
</tr>
<tr>
<td>Digital Media Center</td>
<td>DMC-STUDENT</td>
</tr>
<tr>
<td>Criminal Justice Academy</td>
<td>CJA-STUDENT</td>
</tr>
<tr>
<td>Orange Education Center</td>
<td>OEC-STUDENT</td>
</tr>
<tr>
<td>District Office</td>
<td>DO-STUDENT</td>
</tr>
</tbody>
</table>

When you connect to Student Wi-Fi for the first time, you will be prompted to log in. Use your WebAdvisor ID and Password. Check the Terms box to Accept the Terms of Use. Then click Log In.

**NOTE:** Your WebAdvisor ID is your student email address, with the @student.sac.edu or @student.sccollege.edu domain removed. Your password is the same used for Self Service & Canvas.

**Example:** The WebAdvisor ID for ab12345@student.sac.edu is ab12345
Campus Wi-Fi Update, Thursday 5/12/2022

The ITS department is scheduled to complete a routine security certificate update on the Wi-Fi Infrastructure on **Thursday 5/12/2022 at 6:15AM Pacific Time**.

If you use a mobile device, tablet, or laptop to log on to our campus wireless network, you may get a prompt asking to trust or accept the new certificate to our Wi-Fi. It is ok to accept or trust this updated certificate. Some devices may instead require you to “Forget the network” and re-join (using the steps on page 1).

Examples on how to “Forget a Network”

**NOTE: Every device has different ways of managing Wi-Fi networks. Below are just examples.**

**On iPhone or iPad:**

Go to Settings > Wi-Fi > tap the Wi-Fi network you want to forget (e.g., SAC-Student) > tap Forget This Network > tap Forget to confirm.

**On Android or Google Device:**

Go to Settings > Network & Internet > Wi-Fi > Saved Networks > tap the Wi-Fi network you want to forget (e.g., SAC-Student) > tap Forget to confirm.
On Windows:

Go to Start menu > Settings > Network & Internet > tap Wi-Fi > Manage Known Networks > tap the Wi-Fi network you want to forget (e.g., SAC-Student) > tap Forget to confirm.

On Mac:

Go to Apple menu > System Preferences > click Network > select Wi-Fi > click Advanced > under Preferred Networks, select the Wi-Fi network you want to forget (e.g., SAC-Student) > click the remove button (-), and if asked to confirm click Remove > OK > Apply.
Wi-Fi Troubleshooting

1) Make sure the Wi-Fi on your device is turned on.

2) Make sure the date and time on your device is current.

3) Verify your “WebAdvisor ID” by taking the first part of your student email address and removing the @student.sac.edu or @student.sccollege.edu domain.
   a. Example: The WebAdvisor ID for ab12345@student.sac.edu is ab12345
   b. If you have forgotten your student email address, go to the Password Reset page and use the “Retrieve Username” function to retrieve it.

4) Verify your password works by signing into other resource such as Self Service and Canvas.
   a. If you have forgotten your password, go to the Password Reset page and use the “Reset Password” function to reset it.
   b. NOTE: After resetting the password, it may take up to 15 minutes to take effect.

5) As a temporary workaround, try connecting to the Guest Wi-Fi (e.g., SAC-Guest, SCC-Guest). You will be prompted to click I Agree to the terms of agreement, but not for log in credentials.

1) Contact the Student Help Desk for help.
   a. SAC – Student Help Desk
   b. SCC – Student Help Desk