



Student Wireless Network (Wi-Fi) Guide

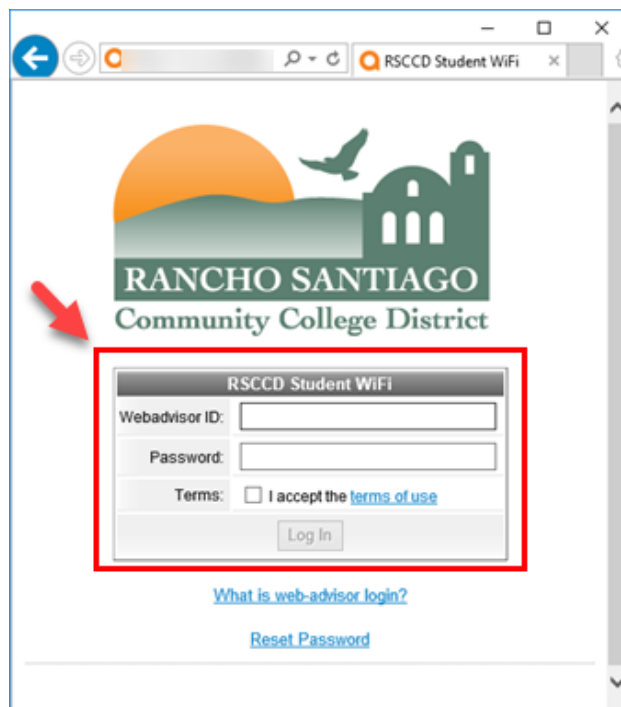
Below is the list of **Student Wi-Fi connections** for the RSCCD campus sites.

Location	SSID
Santa Ana College	SAC-STUDENT
Santiago Canyon College	SCC-STUDENT
Centennial Education Center	CEC-STUDENT
Digital Media Center	DMC-STUDENT
Criminal Justice Academy	CJA-STUDENT
Orange Education Center	OEC-STUDENT
District Office	DO-STUDENT

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.

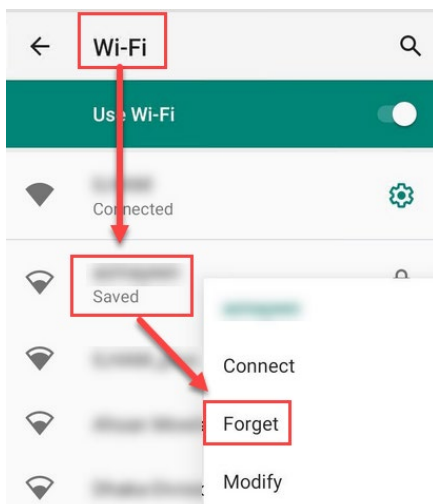
On iPhone or iPad:

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**.



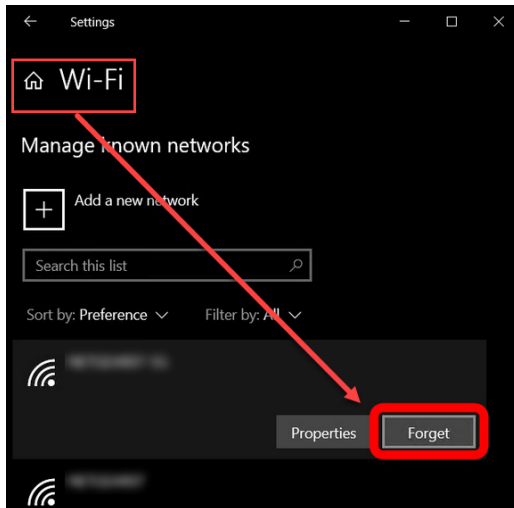
On Android or Google Device:

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**.

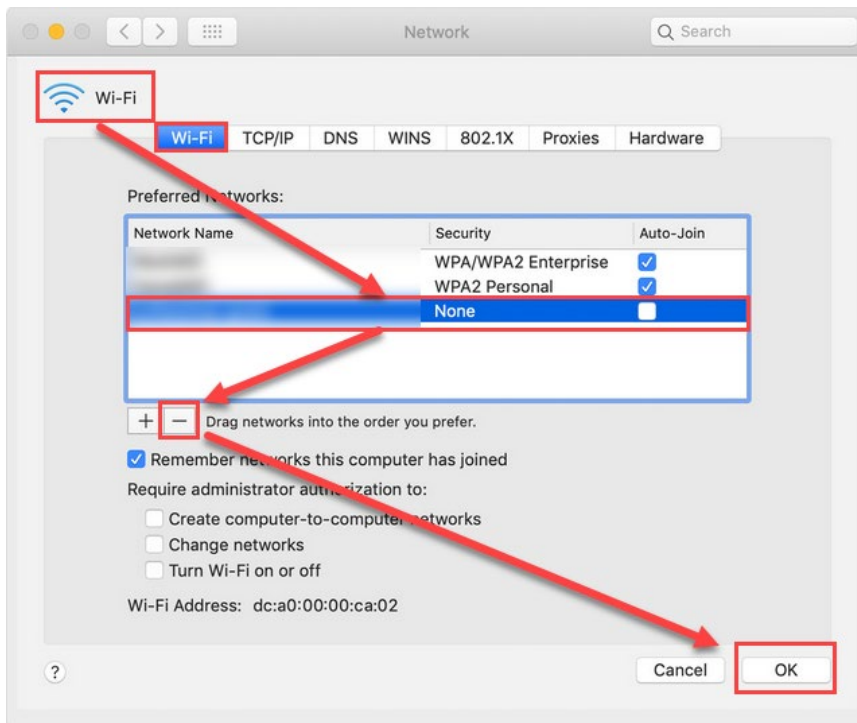


On Windows:

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

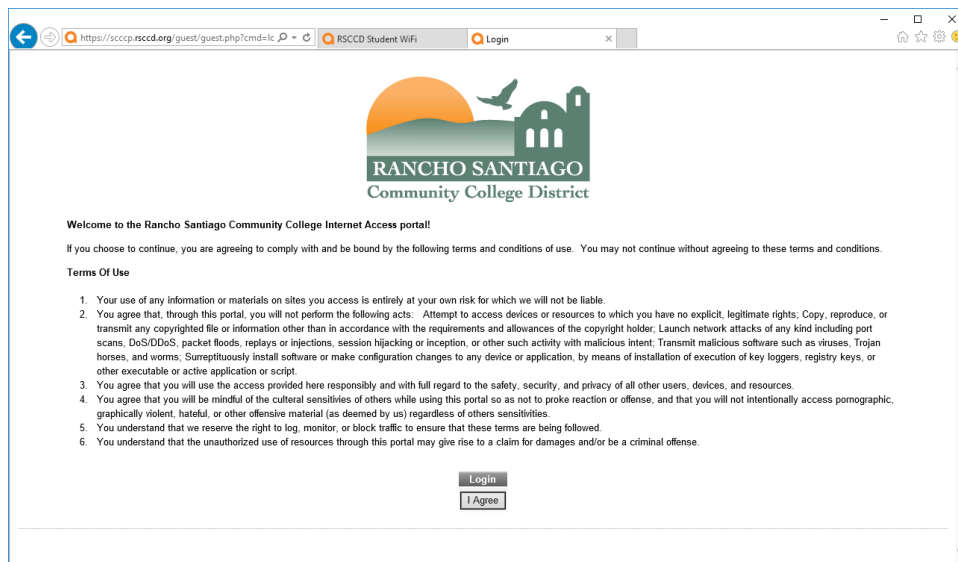
- 1) Make sure the **Wi-Fi** on your device is **turned on**.



- 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](#)