SMCCCD Public Wi-Fi FAQ

1. How do I connect to the campus Wi-Fi?
   - Under your Wi-Fi setting, select "SMCCCD_Public"
   - Once connected, open up a browser. You will be redirected to the District's splash page (shown below).
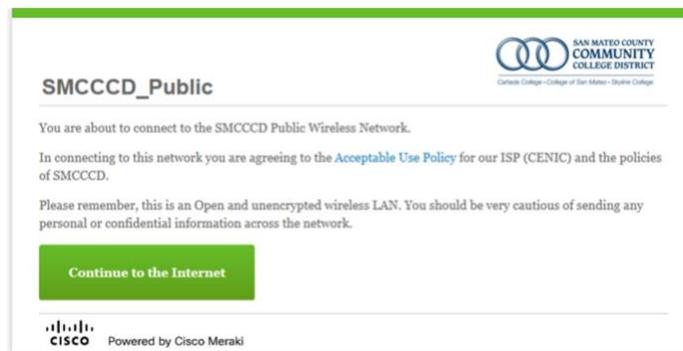
   - Click "Continue to the Internet" to accept the Wi-Fi policy (Failure to accept the policy will result in not being connected to the internet)

2. Why does my computer not connect to the public Wi-Fi?
   - If you accidently bypass the splash page, your device will not be connected to the internet.
   - You can open any browser and type in the URL www.neverssl.com. This will direct you to the splash page.

3. I'm connected but still cannot access the internet?
   - Sometimes your device may be connected to another Wireless Access Point (WAP) and not the one closest to you.
   - ***Disable*** and ***re-enable*** your Wi-Fi. This will disconnect your device from the WAP further from you and will reinitiate and connect to the WAP closest to you. If still doesn't work, reboot your computer and reconnect to the Wi-Fi again.

4. I am connected, but my Wi-Fi signal is weak (ie shows only 1 bar).
   - If you disable and re-enable your Wi-Fi and still get 1 bar, this means you are too far away from the WAP. If possible, safely position yourself close to the nearest WAP (see picture and illustration below).
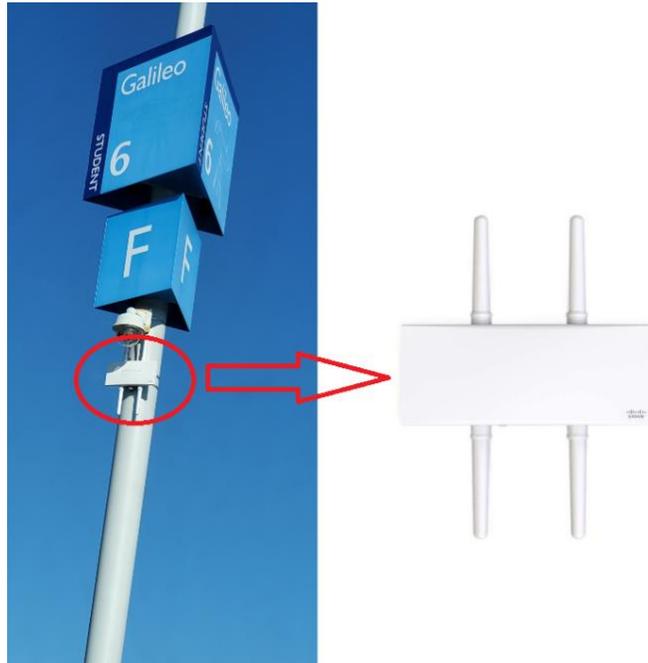
5. Can the ITS department monitor my internet data when connected to the Public Wifi?
   - Yes, ITS reserves the right to monitor users' internet data for security purpose.

6. Is the internet connection secure?
   - All inbound/outbound internet traffic is monitored through the firewall and we have the latest technology to block virus, malware, spyware, etc to ensure a secure network.

Still having problems?
Tech support is available Mon - Fri 8 am - 4 pm
Phone: (650) 574-6210
Email: wifihelp@smccd.edu