

# Wi-Fi Connection

- [Connecting to STGRSD Devices](#)
- [Connecting to STGRSD BYOD](#)
- [Connecting to STGRSD Guest](#)
- [Common issues and solutions](#)
- [Tips And Tricks: Self Diagnosing](#)

# Connecting to STGRSD Devices

The "Devices" network is made specifically for district devices. All district devices such as laptops, desktops, and even printers should automatically connect to the STGRSD Devices wi-fi network. If your school-issued device does not connect to the Devices Wi-Fi network please reach out to the IT Department with a help ticket at: <https://stgrsd.org/helpdesk>

# Connecting to STGRSD BYOD

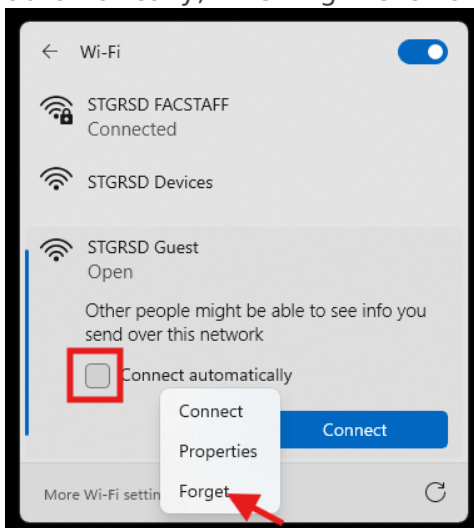
This is the wi-fi network that is meant to be used for your personal devices. Examples of this include phones, personal laptops, or any other various wi-fi connected devices you may possess. Below are the instructions on how to connect on various different types of personal devices:

To access the school WIFI from your smartphone, or PERSONAL laptop:

Apple (iPhone, MacBook, iPad)	Android/Google: (Galaxy, LG, etc.)
Enter the user name and password you use to get on the school computers and Microsoft 365. Click "Trust" to access the Internet	Select the following security settings: 1. PEAP 2. MSCHAPV2 2b. (no certificate)/do not check 3. user- enter your user name 4. Anonymous- leave this blank 5. password- use the same password as the school computers and Office 365

# Connecting to STGRSD Guest

Students and teachers who are members of the STGRSD should never use the "STGRSD Guest" Network. If you try to join as a student or faculty member, you may get interference with your WiFi connection. If you tried to join the Guest network in error, uncheck the box next to "Connect automatically," then right click on the STGRSD Guest WiFi network, and click "Forget"



The guest network is used for presenters, student teachers, or other guests that may need wi-fi connectivity in our district. The password for this network is generated every Monday morning, and it expires at the end of that week. If you need the guest wi-fi password please reach out to one of the administrative assistants in the front office of your building, or you can reach out to IT directly. If you need to request the password from IT personnel please submit a help ticket at:

<https://stgrsd.org/helpdesk>

# Common issues and solutions

## Accessing WIFI at School

If you are using a computer that is owned by the school, connect to the STGRSD Devices network.

If it says “no Internet” or has not wireless networks available, ask your teacher to contact IT via a help ticket.

If you are using your own device brought from home:

If you are using a MacBook or Chromebook: If you tried to connect to the STGRSD Guest network or the

STGRSD Devices network (and failed), you may need to adjust your network preferences to “forget”

these networks. Once you adjust these settings you may need to restart your computer. Then connect to the BYOD network.

If you are using a computer running Windows: Use the school username without the email extension

(@k12.stgrsd.org) and the school/Office 365 password to sign in to the STGRSD BYOD network.

1. If you were able to use the STGRSD BYOD in the past and you cannot currently connect, you may

need to reset your school password. You may need to log in from a school computer in order for your password to update. Please see the note about password changes in Windows Help.

2. Connect to the BYOD Network- Use the school username WITHOUT the email extension (@k12.stgrsd.org) and the school/Office 365 password and click “Connect.”

# Tips And Tricks: Self Diagnosing

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## Tips and Tricks to help Self Diagnose Laptop Issues

### Mouse not Moving?

You must go to Function Button 6 (F6) and press it and the mouse should be re-enabled:



## Internet Not working? Not showing up on LanSchool?

You must go to Function Button 7 or 8 (F7/8) depending on the model and press it and this should re-enable the internet. Also, you can click the No internet button and connect from there as well. (Side Note: Please check the Wi-Fi in the bottom right of your screen, see below for examples of what it should look like and what it shouldn't look like)



Examples:

No internet:



Airplane Mode:



Wi-Fi on:



Unmute Mic on Laptop:

When you want to mute and unmute mic on the laptop, press F4 (function Key 4). This should fix the mic problem.

