# Hawkesbury High School

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## Connecting a personal device (BYOD) to the school network

### Windows 10

1) Click on the wireless icon in the bottom right hand corner of the screen

2) Click on detnsw, then connect

3) Enter your internet username and password **adding @detnsw** to the end of your username
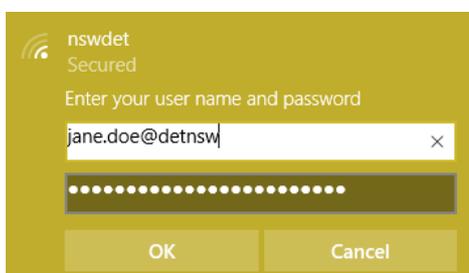


4) Press continue/connect when prompted, this will accept the network certificate.
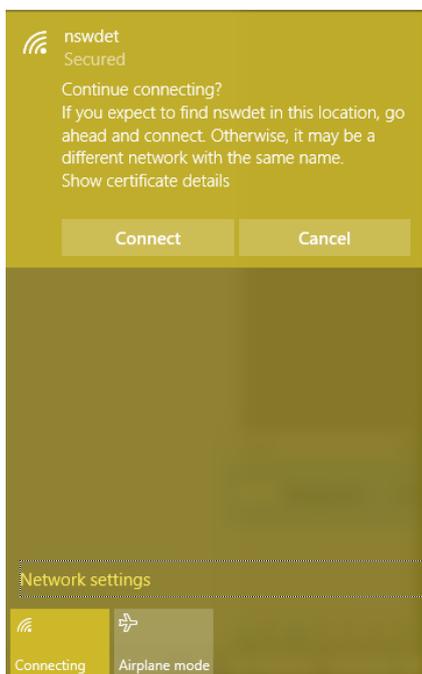


5) You may also be prompted to enter your proxy username and password, this is the same as previously entered, including @detnsw at the end of your username

### Chromebooks

1) Start up the chromebook as normal

2) When asked, select detnsw from the network list, and use the following details:
   - SSID: detnsw
   - EAP method: PEAP
   - Phase 2 authentication: MSCHAPv2
   - Server CA certificate: Do not check
   - User certificate: None installed
   - Identity: Lisa.simpson**@detnsw** (don't forget the @detnsw)
   - Password: *******************

3) On the bottom right hand corner, click on the WiFi symbol. Then click on **No network** and **detnsw**.

4) Click on **Settings**.

5) Put a tick next to **Allow proxies for shared networks.**

6) Click on the WiFi symbol on the bottom right hand corner of the desktop again and click on **Connected to detnsw**.

7) Click on **detnsw**. This will open up a window with Connection and Proxy tabs. Click on Proxy and fill in the following details:
   - Manual Proxy configuration checked
   - Use the same proxy for all protocols checked
   - HTTP Proxy: proxy.det.nsw.edu.au
   - Port: 8080

8) Open the Chrome browser and go on to any internet site. You will be asked to fill in your portal username and password. Type in your portal username and password.

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## Connecting a Mac to the school wireless

1) Click on the Wi-Fi icon in the top right hand corner, and ensure Wi-Fi is turned on
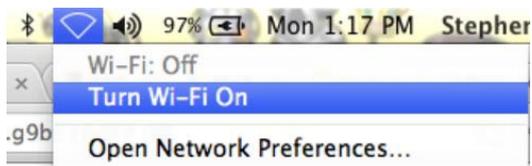


2) Select detnsw from the drop down list

3) Enter your internet username as follows
   Username: lisa.simpson**@detnsw**
   Password: \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

4) You should now be connected to the wireless (shown by a tick)
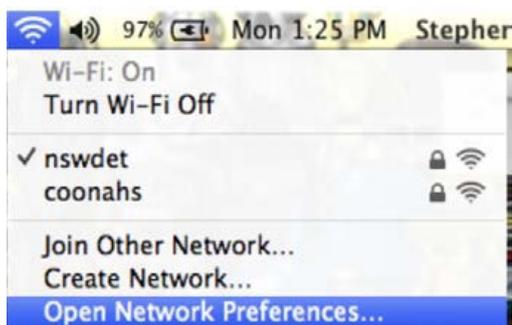


5) Select Open Network Preferences, then press Advanced (near the bottom of the window)

6) Select the proxies tab and ensure that Auto Proxy Discovery is checked



## Common Troubleshooting Tips
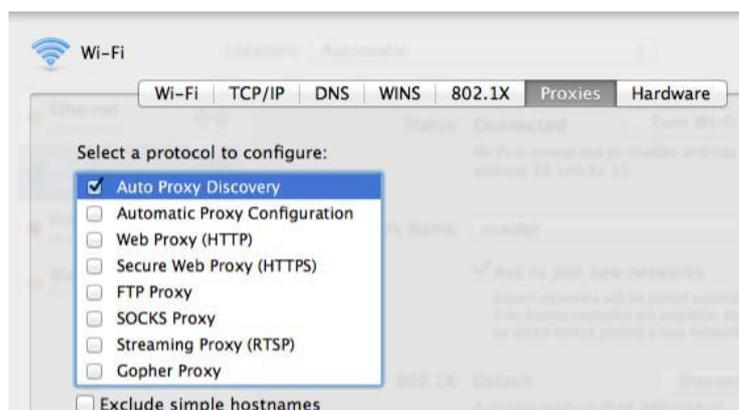
### Not Connecting to WiFi

- Restart your computer and try again
- Try with and without @detnsw at the end of your username
- Make sure the time and date is set correctly on your device
- Reset your student password via your Student Portal (https://student.det.nsw.edu.au/) or see IT to have it reset

### Connected to WiFi but can't connect to the internet

- You may of forgotten to enable Automatic Proxy on your device (for Macbooks you must manually enable it, see the guide on how to connect Macbooks)
- Try using a different browser (or open your browser in Incognito/Private browsing)
  - If this works then an Add-on installed on your browser may be causing the issue
- Adware and viruses can cause connection issues (since pop-ups they create are blocked by the school network). Scan your device with your anti-virus.
- Your device may be trying to use saved credentials.
  - For Mac OS: Use Keychain to find and delete your saved credentials for proxy.det.nsw.edu.au
    - You can search for keychain in your applications
  - For Windows: Use Credential Manager to find and delete your saved credentials for proxy.det.nsw.edu.au
    - You can search for Credential Manager in Control Panel or in your Start menu