# What to do when your school network password expires or you can't access the internet from school using your MacBook

Under our new network, passwords for all Year 8-12 students expire after 60 days. If you find you can no longer access Moodle or the wireless network on you MacBooks, it may have expired. Your MacBook may be asking you to enter your username and password, but you will find your old password will not work.

### This is what you need to do

You need to access a school Windows computer (or one of the School MacBooks kept in the trolleys). Windows computers are available in the library. Log in with your firstname.lastname and your old password. You will be asked to enter a new password two times.

Your new password must contain a mix of numbers and letters, with at least one upper and one lower case letter, and a number. You cannot use any of the last 10 passwords, and it must contain at least 6 characters.

Once you have logged on to the Windows computer, your new password can now be used for Moodle and on your MacBook.

### If you are locked out of your account or you have forgotten your password

If you enter the wrong password at least 5 times within 10 minutes, you will be locked out of your account. If this happens, ask your teacher to unlock your account for you. If your teacher does not know how, ask your teacher to open the address

<u>https://secureapps.det.wa.edu.au/dam/student/maintainStudents.do</u> in a browser, to search for your surname, highlight your account in the box (if there is more than one), and to click the *Unlock* button. If you are locked out because your are not entering the correct password, ask your teacher to reset your password (e.g. to Password6).

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You then need to enter your new password on a Windows computer and change it to another one.

# After changing your password on the Windows computer, you still can't access the internet from your MacBook

Click the <i>Spotlight</i>	000		Keychain Access	5		
search (the magnifying	Click to lock the I	ogin keychain.			Q	
glass icon at the top right corner of your screen) enter <i>Keychain</i>	Keychains login System System Roots					
and click on the		Name	Kind	Date Modified	Expires	Keychain
application to open your <i>Keychain</i> window. On the left, click on <i>All</i> <i>items</i> . You need to delete everything related to the school, including any password or certificate that includes the number "4048" or your	Category All Items A. Passwords Secure Notes My Certificates P Keys Certificates	Apple Persistent State Encryption Apple Remote Desktop ASUS com.apple.u3D0E55A80320 com.apple.u8-3D0E55A80320 com.apple.u8-3D0E55A80320 com.apple.u8-3D0E55A80320 e4048s01sv(green\e0294576) e4048s01sv(green\e0294576) e4048s01sv(green\e0294576) iPhone ConfiFD8D28546848) iPhone ConfiFD8D28546848) iPhone ConfiFD8D28546848) iPhone ConfiFD8D28546848) iPhone ConfiFD8D28546848) iPhone Schools-E7359SVINT759-CA iphoness wireless-5 AWIRELESS-5	application password application password AirPort network pa certificate public key private key certificate Internet password internet password certificate public key private key certificate certificate 802.1X Password 802.1X Password	12/12/2011 4:00:36 PM 03/07/2012 1:34:02 PM 04/07/2012 9:07:54 PM   03/07/2012 1:07:54 PM 03/07/2012 1:07:41 PM 03/07/2012 1:28:37 PM   21/06/2012 12:09:44 PM Today, 11:59 AM		login login login login login login login login login login login login login login login login login
		(+) (i) (Copy)		16 items		

### If you use Firefox at school

Open the *Firefox Preferences* (probably under the Firefox menu). Open the *Security* tab at the top, and click the *Saved Passwords...* button at the bottom right. Remove any saved passwords that may relate to the school.



## If you still can't connect to the internet

Check the *Location* menu under the *Apple* menu, and make sure *Rossmoyne* is ticked. Click the wireless icon at the top of the screen (next to the volume icon) and select *Open Network Preferences...* Check you have a wireless connection: you should have a green dot next to Wi-Fi on the left, and you should have an IP address that starts with 10.56.x.x underneath where it states *Connected*. If both of these are okay, you are connected to the wireless.

	Location:	Rossmoyne		*
Wi-Fi Connected	(r)	Status:	Connected	Turn Wi-Fi Off
USB Ethernet Not Connected	\$		Wi-Fi is connected the IP address 10.5	to WIRELESS-5 and has 6.42.212.
Huawei Modem	Cor	Network Name:	WIRELESS-5	\$
			Ask to join ne	w networks
			Known networks w If no known netwo have to manually	will be joined automatically. orks are available, you will select a network.
		802.1X:	Default	Disconnect
			Authenticated via P Connect Time: 00:1	EAP (MSCHAPv2) 17:03
		Show Wi-Fi status	in menu bar	Advanced

If you don't have a connection, click the Advanced... tab at the bottom.

Click the Wi-Fi tab and use the – button to delete any school Network Name under Preferred Networks: (wireless-5, wireless 2.4).

You now need to check you are connecting to the school proxy server, which all internet connections pass through. Click the *Advanced*... button in the bottom right corner, select the *Proxies* tab and make sure that only *Automatic Proxy Configuration* is ticked, and that the entry in the URL box is <u>http://e4048s01sv002.green.schools.internal/proxy.pac</u>

V	Vi=Fi TCP/IP DNS V	VINS 802.1X Proxies Hardware		Status Connected Turn Wi-Fi Off		
			Select a protocol to configure:	Proxy Configuration File		
	Preferred Networks:	Wi-Fr is turned on but is not connected to a	Auto Proxy Discovery	URL: http://e4048s01sv002 green schools i		
	Network Name	Security	Automatic Proxy Configuration			
	wireless-5	WPA/WPA2 Enterprise	Web Provy (HTTP)	Choose File		
	ASUS	WPA2 Enterprise WPA2 Personal	Secure Web Proxy (HTTPS)	If your network administrator provided you with the address of an automatic proxy configuration (.pac) enter it above.		
the Draw		to the order you prefer	SOCKS Proxy	If no known derwords are available, you will		
Drag networks into the order you prefer. Remember networks this computer has joined Require administrator authorization to:     Create computer-to-computer networks     Change networks		to the order you prefer.	Streaming Proxy (RTSP)	have to manually principle remains.		
		this computer has joined	Copher Proxy			
		uthorization to:	G dopiler rioxy	802.1X Default Disconnect		
		Exclude simple hostnames				
	Turn Wi-Fi on or off		bypass proxy settings for these nosts a bonnains.			
			*.local, 169.254/16, *.det.wa.edu.au			
	Wi-Fi Address: 04:0c:ce	:e4:a4:3a				
			<b>I</b> u	Jse Passive FTP Mode (PASV)		

# If you still can't connect

If you have done all the above, you have checked your password is working by loggin in to a Windows computer, and you still can't connect, then you need to see us in the IT office for assistance.