

Windows Computers (Windows 7 – Also applies to Windows 10)

Using PAC Script (Recommended – USE ON BYODS)

1. Go to Start
2. Type in 'Internet Options'
3. Open it
4. Go to the connections tab
5. Go to LAN settings
6. Toggle 'Automatically detect settings' to on
7. Toggle 'Use automatic configuration script' and enter in the box below it:
`http://pac.det.nsw.edu.au/fib/proxy.pac`
8. Make sure all boxes in 'Proxy Server' section below are off
9. Press ok
10. Press OK again
11. If connecting to wifi, select DETNSW first and then NSWDET if it fails to connect, using the network ID of the user to login
12. Try to get on to the internet

Apple/Mac Devices

Connecting Mac Laptops to Network

If Never Been Connected Before - Wifi

Perform these steps to freshly connect a mac laptop to the school network. If certain steps fail you may have to use standard troubleshooting or resetting of network preferences to either revert or force a fresh reconnect to get it to talk nicely.

!CRITICAL! Only perform the following steps if the device has never been connected to the DET network correctly/successfully before, if a user is trying to regain connectivity, please move to the 'If Connected in the Past or Password Changed/Expired' section below

1. Go to the wifi icon/Ethernet icon at the top right of the screen (most likely wifi icon), click on it and select network preferences/settings from the list
2. From the left pane select the Wifi adapter
3. Turn off and turn the adapter back on
4. Connect to DETNSW for a first attempt, if you have no luck moving to the next steps try NSWDET instead but make sure you have a go
5. **!CRITICAL!** The following is critical as it is required to accept the certificates and the connection to the network, so if requested to 'continue' or 'allow' make sure you click
 - a. Continue
 - b. Always Allow
6. If requested, enter the username and password, following the format outlined in the 'Retrieving Network ID for Network Authentication' section earlier
7. Click advanced settings from the bottom right of the window
8. Go to 'proxies' tab
9. Select 'Auto Proxy Discovery' & 'Automatic Proxy Configuration'
10. Press 'OK'
11. Click 'Apply' at the bottom right
12. **!CRITICAL!** If using safari browser, make sure you go to 'file' and click 'Exit Safari'. Apple products have a weird habit of retaining any old/redundant login info for a session and so even if you connect to the internet the safari won't reflect this. If you exit and restart safari then it should allow you onto the internet

If Connected in the Past or Password Changed/Expired

You must perform the following steps to allow a laptop to reconnect to the network after they have changed their password; if their password has expired to they have lost connectivity from certificates timing out. If you don't perform these steps then the laptop will never connect as the certificates used to identify it are out of date, thus the network will block the device.

1. Open finder
2. Click applications in left pane
3. Press the letter 'U' which will quickly scroll down to applications starting with 'U'
4. Click utilities
5. Press 'K' to scroll down to key chain
6. Open key chain app
7. In the top right search bar, type 'det'
8. For all DET saved passwords and certificates on the laptop. A password prompt may appear for certificates – this is normal, just get the laptop owner to enter their laptop password
9. Go to top left of screen, click file and choose to 'Exit key chain'
10. Perform 'if never been connected before' section above

11. **!CRITICAL!** If using safari browser, make sure you go to 'file' and click 'Exit Safari'. Apple products have a weird habit of retaining any old/redundant login info for a session and so even if you connect to the internet the safari won't reflect this. If you exit and restart safari then it should allow you onto the internet

Connecting iPads and iPhones, etc

1. Go to settings
2. Click WiFi from the left pane
3. If connected to JCS-Staff, DETNSW, NSWDET or any other DET access point for wifi, disconnect from it, preferably using the 'forget network' to get rid of any bad settings on that network connection
4. Try to connect to DETNSW, if you have any issues with it try NSWDET as some devices are too old to use DETNSW
5. **CRITICAL** The following is critical as it is required to accept the certificates and the connection to the network, click 'Join'
6. Edit the network profile you're connected to by clicking on the blue 'i' at the far right – from here you can also 'forget network' as mentioned above
7. At the bottom of the screen in proxy section, click 'auto'.
8. Double press the home button quickly and then flick away safari or any other browser
9. Now try to load safari or other browsers to see if the net works
10. You will need to enter your login credentials again to start session.

Android Devices

Using PAC Script (Recommended – USE ON BYODS)

1. Open the wifi connection list on the device
2. Connect to DETNSW, or if the devices is quite old and you have troubles, try NSWDET
3. To edit the connection settings, in most cases you press and hold on the network connection and choose 'modify network configuration'
4. Ensure IP settings is set to 'DHCP'
5. Set proxy to 'auto' or 'auto-config'
6. Enter in the box below it:
`http://pac.det.nsw.edu.au/fib/proxy.pac`
7. If the username and password can be supplied enter it in 'identity' and 'password' sections
8. Press ok
9. Restart the device
10. Try connect to the internet