

## General Best Practices for All Devices

1. **Use the Correct Network:** Always connect to “**YCWiFi**” (secured) using your York College credentials — *never* “**YCGuest**.”
2. **Forget Old Networks:** Delete or “Forget” previous Wi-Fi networks (like home, hotspot, or guest) to avoid auto-switching.
3. **Keep Software Updated:** Make sure your operating system and Wi-Fi drivers are up-to-date.
4. **Stay Close to Access Points:** Thick walls, metal, or crowded halls reduce signal strength.
5. **Restart Regularly:** Restart your device weekly to clear cached network sessions.

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### iPhone / iPad (iOS)

#### Optimize Wi-Fi Performance

1. Go to **Settings** → **Wi-Fi** → **YCWiFi** → tap the “**i**” icon next to the network.
2. Turn **Auto-Join ON** and **Private Wi-Fi Address OFF** (if the network uses identity-based authentication).
3. Tap **Forget This Network** before re-joining if you change your password.
4. Ensure **Low Data Mode** is *OFF* under Wi-Fi settings (it limits background connections).
5. Go to **Settings** → **General** → **Transfer or Reset iPhone** → **Reset Network Settings** if connectivity seems erratic.

**Additional Tip:** Keep iOS updated under **Settings** → **General** → **Software Update**.

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### Android Phones / Tablets

*(Steps may vary slightly by manufacturer.)*

#### Optimize Wi-Fi Performance

1. Open **Settings** → **Network & Internet** → **Internet** → **YCWiFi**.
2. Tap **YCWiFi** and ensure:
  - o **Auto-connect** is **ON**
  - o **MAC Address Type** is set to **Phone MAC** (not randomized)
3. Tap **Forget** and re-connect if prompted for credentials again.
4. Under **Advanced** → **Wi-Fi Preferences**, disable **Switch to Mobile Data** to prevent interruptions.

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5. Clear the network cache: **Settings → System → Advanced → Reset Options → Reset Wi-Fi, Mobile & Bluetooth.**

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## Windows Laptop / PC

### Optimize Wi-Fi Performance

1. Click **Start → Settings → Network & Internet → Wi-Fi.**
2. Select **Manage Known Networks → YCWiFi → Forget** and re-connect with your credentials.
3. Run **Network Troubleshooter:**
  - o Search “Network Troubleshooter” in Start Menu → follow prompts.
4. Update your wireless adapter driver:
  - o **Device Manager → Network Adapters → right-click → Update driver.**
5. Disable random MAC:
  - o **Settings → Network & Internet → Wi-Fi → Manage Known Networks → YCWiFi → Properties → Random Hardware Addresses → Off.**

**Pro Tip:** Use “**netsh wlan show interfaces**” in Command Prompt to check signal strength (RSSI > -65 dBm is good).

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## MacBook / macOS

### Optimize Wi-Fi Performance

1. Click the **Wi-Fi icon → YCWiFi → Network Preferences.**
2. Select **YCWiFi → Advanced** and remove unused networks by selecting and clicking the “-” icon.
3. Ensure **Ask to join new networks** is ON.
4. Open **System Settings → Network → Wi-Fi → Details → Private Address → OFF** (if prompted).
5. Reset network settings if needed:
  - o Delete the **Wi-Fi plist files** in  
~/Library/Preferences/SystemConfiguration/  
(com.apple.airport.preferences.plist, etc.) → Restart.

**Bonus:** Keep macOS updated via **System Settings → General → Software Update.**

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## Top 5 Reasons Wi-Fi Connections Fail

#	<u>Common Cause</u>	<u>Fix / Prevention</u>
1	<b>Wrong network (YCGuest)</b>	Use YCWiFi with your York credentials.
2	<b>Cached or expired credentials</b>	“Forget” and reconnect for a fresh login.
3	<b>Auto-connect to other networks</b>	Turn off auto-join for non-York networks.
4	<b>Device power-saving features</b>	Disable battery optimization for Wi-Fi apps.
5	<b>Interference or outdated drivers</b>	Update OS & drivers, stay near access points.