



JUHSD Wireless Network Setup Guide

Overview

The District's wireless network is secure for JUHSD employees and students and provides protection using your JUHSD Login Credentials. In many cases, the CloudPath Wizard, a wireless onboarding system, will configure your devices automatically to make connecting easier.

District collaborators, researchers and students who frequent JUHSD buildings should configure their devices to "JUHSD_Onboard" for the first time. Then your device is automatically connected to the "JUHSD" wireless networks as you travel between campuses and buildings.

How do I connect?

Connect to the open wireless network named **JUHSD_Onboard**, visit <https://cloudpath.juhsd.net> and follow the prompts using the instructions below. Once you "on board" your wireless device, you will automatically connect to the secure **JUHSD** wireless network in the future.

Instructions:

Before you start

- The setup network is "**JUHSD_Onboard**" – This network is used for the initial onboard of your device to the "**JUHSD**" network. It is also used for new additional devices.
- The network name is "**JUHSD**" – This is the wireless network for faculty, guests and students.
- Devices are configured through a program called Cloudpath
- To use Cloudpath, you must be on campus and connected to a wireless network.

Android

JUHSD_Onboard

- Select “**JUHSD_Onboard**”. Your device will automatically associate to the onboarding SSID. It is recommended to uncheck or unselect “Auto Reconnect”.
- Press the phone’s “home” button. Open a browser and navigate to <https://cloudpath.juhsd.net>
- JUHSD’s portal Wi-Fi webpage will be presented. Select “**I agree to the terms**”, and then select “**Start**”.
- Click “**Continue**” after Application and Certificate Notice.
- Click :”**Login Network User**” or “**Guest**”, enter your information and click “**Continue**”.
- Select “**Install**”. The device will download Cloudpath; remove any unused certificates if needed.
- Download from GooglePlay or locally.
- Install the Cloudpath Apk.
- Return to the browser and select the “**Install the Network**” button. The Cloudpath application should launch and Install the “**JUHSD**” network on your phone.
- You will be taken to the District Website.
- The onboarding process for “**JUHSD**” is complete.

JUHSD

You can now connect to “**JUHSD**”. Be sure to go back to wireless settings and remove the “**JUHSD_Onboard**” ssid from your saved network list. The screens may vary for different Android versions and phone models.

Helpful Tips:

Note: If the above steps do not work, Please try the following:

- Uninstall the Cloudpath app.
- Clear your browser’s cache.
- Go to Settings > Security > Clear Credentials (it may be grayed out).
- Disregard any onboarding/secure Wi-Fi networks related to your environment.
- Restart your device.
- Close any browser that pops up and go to Chrome.
- Visit a website to be redirected to the Cloudpath portal.
- Return to Chrome and try one of the two links.

If the installation still does not work, take screenshots of any error messages and open a ticket using the JUHSD Help Desk at <https://whd.juhsd.net>

iOS & Apple Devices

Step 1: Select "JUHSD_Onboard"

1. Within your Wi-Fi settings, select "**JUHSD_Onboard**" from your list of available networks.
2. Open the Safari Browser and goto <https://cloudpath.juhsd.net>, other browsers will not work.

Step 2: EULA

On the wireless login page:

1. Check "**I agree to the Terms & Conditions.**"
2. Click "**Start.**"
3. Click "**Continue**"
4. Click "**OK**" at the notification prompt.

Step 3: Login credentials.

- Login as Network User or Guest

Step 4: Install profile

You will be presented with an install profile page. This will install the verified wireless certificates on your device. Your device may ask for your device PIN or Passcode you have set.

1. Click "**Install.**"
2. Click "**Install Now**" on the root certificate prompt.

Step 5: Connect to JUHSD

- You can go to Settings > Wi-Fi and tap "**JUHSD**" to connect.

Installation notes:

If your device does not have a password enabled, try a blank password or contact the JUHSD IT Help Desk at for assistance. You may have to go back to your device's settings to finish installing the profile.

Windows

Step 1: Connect to JUHSD_Onboard

1. Click the wireless icon located in the lower-right corner of your desktop.
2. Select "**JUHSD_Onboard**" from the list of available networks. (Do not select to connect automatically).
3. Click "**Connect**".

Step 2: Cloudpath

1. Open a browser and goto <https://cloudpath.juhsd.net>
2. On the wireless page, read the EULA agreement.
3. Check the check box for "*I accept the terms and conditions*" if you agree.
4. Click, "**Start**."
5. Click "**Continue**".
6. Login as a Network User or Guest.
7. Download the file "**NetworkWizardLoader.exe**".
8. Once the file has downloaded, click "**Run**".

Step 3: Complete setup

1. If prompted by Windows SmartScreen click "**Run anyway**".
2. The loader should continue through each of the subsequent installation steps.
3. If prompted by User Account Control for permission to make changes, click on "**Yes**".
4. A security warning will display requesting permission to install the certificate, click on "**Yes**".
5. Once the setup has completed, click "**Done**".
6. Test connectivity by opening any new web address.

Windows 8.1 Users Unable to Connect - Some Windows 8 computers that have been upgraded to Windows 8.1 have been unable to connect to the JUHSD Wi-Fi networks.

Recommended Fix: Download wireless drivers for Windows 7, which can be found on your computer manufacturer's website.

Windows 8.0/8.1 Security Lock – Some laptops have an internal security setting or lock that prevents the Cloudpath XpressConnect wizard from running (automatically or manually).

Recommended Fix: Disable the security lock feature on your device. Once disabled, Cloudpath XpressConnect should run.

False Positive: Some Antivirus will incorrectly flag the Cloudpath XpressConnect's .exe file as a false positive, meaning that the software may mark the downloaded file as positive for a virus. However, the file is indeed safe to download and install.