CONNECT TO CLARK UNIVERSITY WI-FI

MAC OS

There are 3 steps to connecting your Mac OS device to the Clark University Wi-Fi for the first time.

1. **Update Your Operating System**
   Should be completed before coming to campus
2. **Install & Update Your Antivirus**
   Should be completed before coming to campus
3. **Connect & Register Your Device**
   Will be completed when you arrive on campus

If you need assistance, please contact the Help Desk via email at helpdesk@clarku.edu or call 508-793-7745.

STEP 1: UPDATE YOUR OPERATING SYSTEM

THIS STEP SHOULD BE COMPLETED BEFORE COMING TO CAMPUS

Mac users are required to have OS 10.15 (Catalina) or higher, and have all operating system updates applied. This step will help you check that you meet these requirements.

DETERMINE WHAT OPERATING SYSTEM YOU'RE USING

1. Click the Apple icon in the top left of your screen
2. Click About This Mac
3. Identify your Version Number
4. If your device is not using a version 10.15 or higher, you will need to upgrade before proceeding
   a. You can do this from the Apple App Store, or by clicking on Software Updates

UPDATE YOUR OPERATING SYSTEM

1. Click the Apple icon in the top left of your screen
2. Click About This Mac
3. Click Software Updates
4. If you see the text "Other updates are available", click More Info
5. Install all required Operating System updates
6. Restart your computer
7. Repeat these instructions until there are no additional Operating System Updates.

STEP 2: INSTALL AND UPDATE YOUR ANTIVIRUS

THIS STEP SHOULD BE COMPLETED BEFORE COMING TO CAMPUS

All Mac devices are required to have an up-to-date Antivirus. This step will help you install and update Sophos, a free anti-virus provided by Clark University.

If you have a paid-for antivirus software on your computer you must fully update it. Alternatively, you can delete it and use Sophos.

If you have another free antivirus on your computer, we recommend deleting it and using Sophos.

DOWNLOAD & INSTALL SOPHOS

1. Open a browser (such as Edge, Chrome or Firefox)
2. Navigate to https://www.clarku.edu/offices/its/a-z-service-catalog/antivirus/
3. Follow the detailed instructions on this page which includes the following steps.
   a. Receive a unique registration link
   b. Create a Sophos Home Account
   c. Download and Install Sophos
      i. Click here for step-by-step instructions for Mac OS installation

STEP 3: CONNECT & REGISTER YOUR DEVICE

THIS STEP SHOULD WILL COMPLETED WHEN YOU ARRIVE ON CAMPUS

This is the final step in connecting to the Clark Wi-Fi and must take place when you're on campus. You must have full completed Steps 1 & 2 in order to connect to the Wi-Fi.

CONNECT TO THE CLARKWIFI NETWORK

1. Click the Wi-Fi icon in the taskbar

2. Click on **ClarkWiFi**
3. Enter your Clark account (full email address and password)
4. Click Join
5. If a window appears, asking you to Verify Certificate, click Continue
   a. If prompted enter your **computer** credentials
   b. Click Update Settings

INSTALL SYSTEM CHECK

1. When connected, you will receive a pop-up window with a link to Continue to Device Registration
   a. If you don't receive this window, open a browser and navigate to https://clarknet.clarku.edu
2. Click on Continue to Device Registration (or I have a Clark Account)
   a. If prompted, click Allow
3. Log in with your Clark account
4. Click Step 1. Download Clear Pass OnGuard Agent
   a. If you receive a prompt, read the instructions and click OK

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5. The software will save to your Downloads folder. Once the download is complete, double click to open
6. If your security settings block the installation, you may see a window that says Clear Pass OnGuard can't be opened because it was not downloaded from the App Store"
   a. Click OK
   b. Open System Preferences
   c. Click Security and Privacy
   d. Click Open Anyway
   e. When prompted, enter your **computer** credentials
   f. Clear Pass OnGuard will begin to install
7. Follow the multiple prompts to install Clear Pass OnGuard, and enter your **computer** credentials again, if prompted.

RUN SYSTEM CHECK

1. Return to the browser window and choose Step 2. Launch Clear Pass
   a. If you receive a prompt, read the instructions and click OK
2. Clear Pass OnGuard will check to ensure that your system has an up-to-date operating system, and an up-to-date antivirus
2. When complete, the webpage will reload and identify if the device has met the requirements of an up-to-date operating system, and an up-to-date antivirus
   a. If the device failed a requirement, you should revisit Step 1 or Step 2
3. Enter a nickname for your device that is descriptive
   a. We recommend the device make and model, and year of registration
4. Check the box to state that you have read and agree to the Appropriate Use policy
5. Click Register
6. Click Ok

RESET YOUR WIFI CONNECTION

1. Click the Wi-Fi icon in the toolbar
2. Turn Wi-Fi Off
3. Turn Wi-Fi On
4. Click on **ClarkWiFi**
5. Test your Wi-Fi by navigating to a preferred non-Clark website.

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