Instructions for AstateSecure for Android Devices & Chromebooks

1. Go to Settings>Wi-Fi. Make sure that you are not connected to any other wireless networks. If you are, select the network and then "Forget this network". Do this for every network that tries to connect. Then try connecting to AstateSecure.
    a. When you connect to AstateSecure, make sure that the EAP Method is set to PEAP and the Phase 2 Authentication is set to MSCHAPV2.
    b. If it says that it's a wrong username and password, most of the time, that's the problem. Try entering your username and password again. If this continues to fail, it's likely that your account has been locked for too many wrong password entries or there is something wrong with your account.
    c. It's also possible that there's something odd with your account. Try the following:
        i. If you are faculty or staff prefix your username with astate\ or suffix it with @astate.edu For example: astate\username or username@astate.edu
        ii. If you are a student prefix your username with student\ or suffix it with @smail.astate.edu For example: student\username or username@smail.astate.edu
    d. If it says cannot connect, try a couple of more times. For reasons unknown, it sometimes takes a couple of times to make the first connection. It should be more stable after that.
2. If you have problems with any of the above do the following:
    a. Turn your wi-fi off and then back on. Try step one again.
    b. Completely power off your device by holding on the power button and following the prompts. Try step one again.
3. If none of the above works, call the HelpDesk at 870-972-3933.