Guide C: Connecting to WiFi@RP

Things to take note before you begin

- You must be in RP campus to be able to detect this Wi-Fi
- Make sure your Wi-Fi is enabled and able to connect any Wi-Fi
- During this setup, the ethernet cable should be disconnected
- We are transiting from WiFi2@RP to WiFi@RP as part of our network upgrade. The below guide is applicable for either network.

Table of Contents

A. Connecting WiFi@RP for Windows laptop

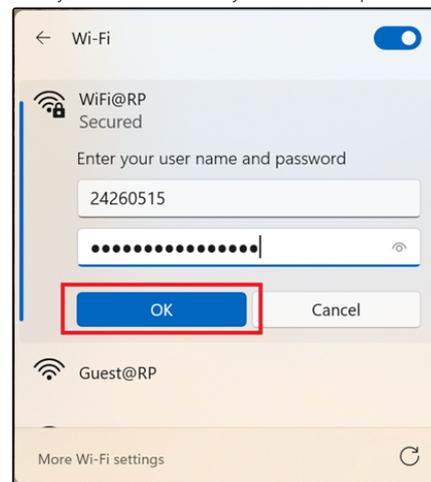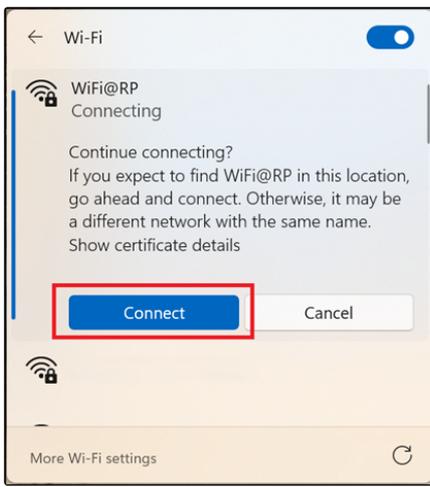1. Select "**WiFi@RP**" > check "**Connect automatically**" > "**Connect**" to proceed.
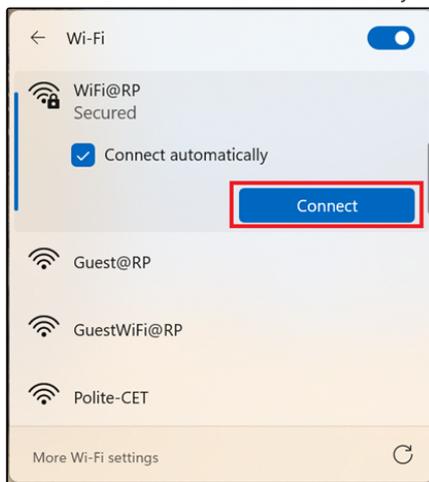
2. Enter your RP username only as shown and password > select "**OK**".
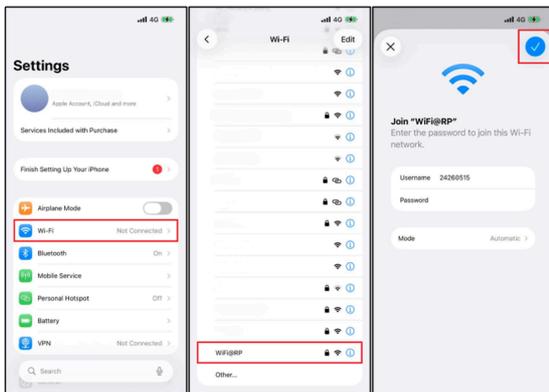

3. "*Continue connecting?*" message will be prompted > select "**Connect**".

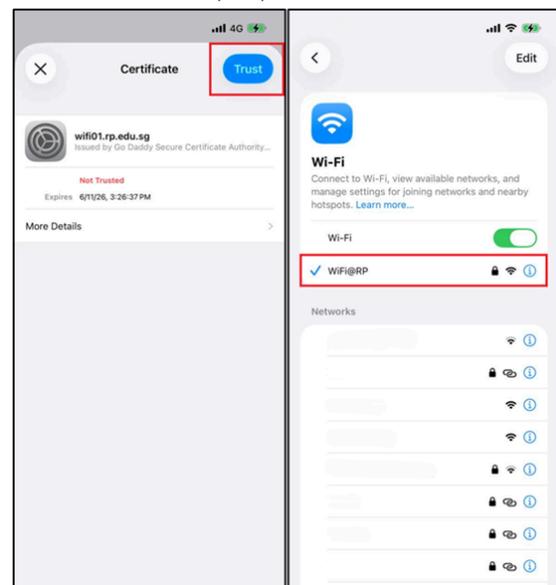4. Ensure it shows "**Connected, secured**" upon successful connection.

B. Connecting WiFi@RP for iOS device

1. Go to **Settings** > **WiFi** > select "**WiFi@RP**".
   Enter your RP username and password > select the blue circle with a tick icon.
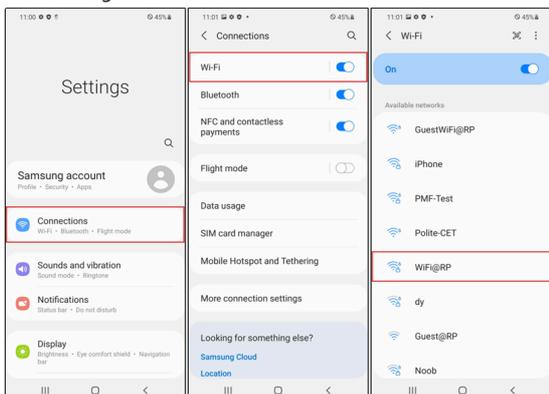

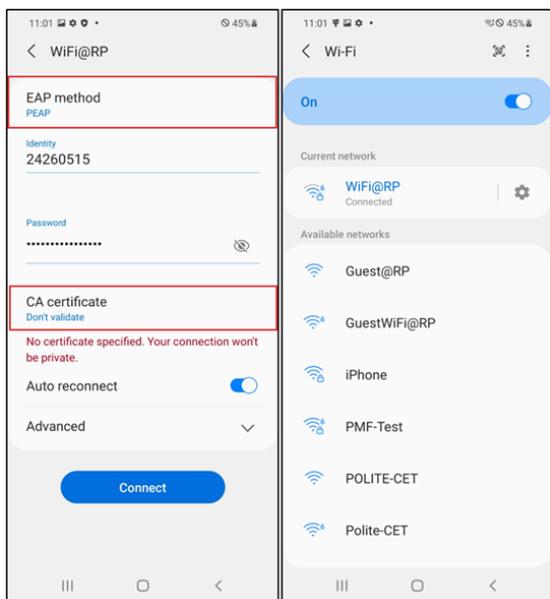2. Select "**Trust**" on the next prompt and it will be connected.

C. Connecting WiFi@RP for Android device

1. Go to **Settings** > **Connections** > **WiFi** > select "**WiFi@RP**".

2. Enter your RP username and password > ensure the following and "**Connect**".
   - EAP method: PEAP
   - CA certificate: Do not validate
   - *If prompted Anonymous identity, leave it blank.*

D. GlobalProtect for remote lab access (Optional)

Only students taking the following diplomas require remote access for lab works. These students are required to install GlobalProtect software on their windows laptop. If unsure, you can install this later.

School of Applied Science (SAS)

Diploma	Module Code	Module Name
Diploma in Applied Chemistry	A217	Laboratory Skills in Analytical Testing
Diploma in Applied Chemistry	A218	Quality Assurance and Data Analytics
Diploma in Applied Chemistry	A253	3D Design and Printing

School of Business (SBZ)

| Diploma	Module Code	Module Name
Diploma in Consumer Insights & Psychology	B218	Business Statistics
Diploma in Consumer Insights & Psychology	B300	Project
Diploma in Consumer Insights & Psychology	SDMAI (CET modules)	
Diploma in Consumer Insights & Psychology	B224	Quantitative Research Methods

School of Infocomm (SOI)

| Diploma	Module Code	Module Name
Specialist Diploma in Cloud Architecting & Management	C3339C	Cloud Security & DevOps
Specialist Diploma in DevOps	DV1C01	Agile Methodology in DevOps
Specialist Diploma in DevOps	DV1C02	Code Management in DevOps
Specialist Diploma in DevOps	DV1C03	Release and Security in DevOps
Specialist Diploma in DevOps	DV1C04	Deployment and Monitor in DevOps

E. GlobalProtect Installation (Optional)

Installing GlobalProtect for PET/PFP students using onboarded Windows laptop
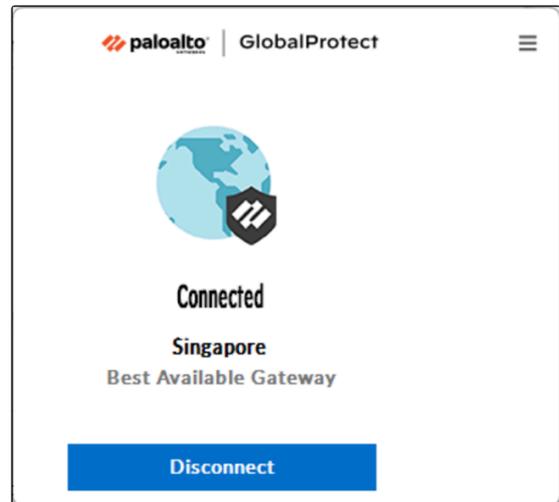
1. Go to **Company Portal** > **Apps** > select **GlobalProtect** > **Install**.

2. Open GlobalProtect, enter the server address as **rpsse.gpcloudservice.com** > **Connect**.
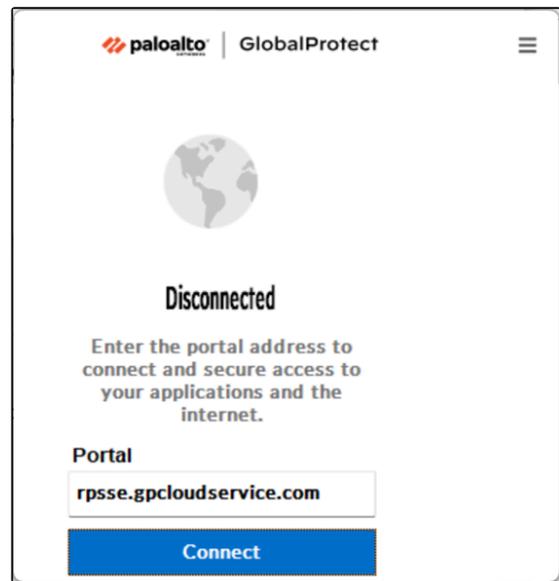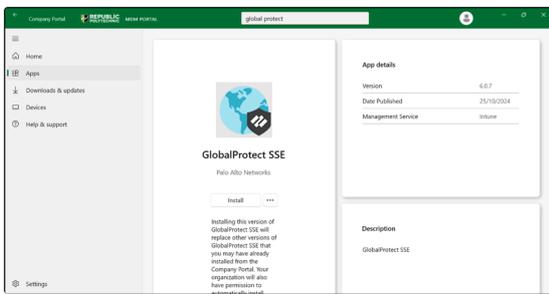
3. When the below pop-up prompts, login using your RP email and password.
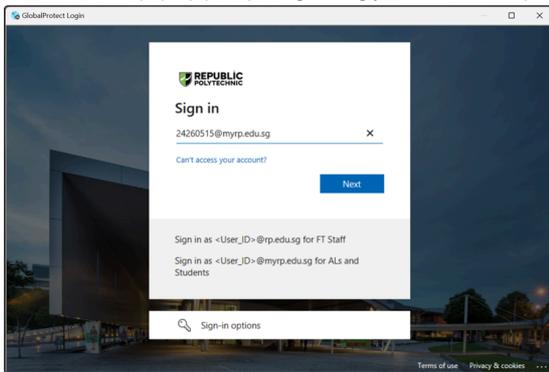
4. The GlobalProtect icon will change to a blue globe icon on your task tray when it's connected successfully.

Installing GlobalProtect for AL and Partner BYOD laptops

Click here to download and install GlobalProtect Agent for **Windows OS**.

Click here to download and install GlobalProtect Agent for **MacOS**.

Frequently Asked Questions (FAQs)

Q1. I'm encountering slowness with WiFi@RP

*A1. If you're experiencing slow speeds, please follow these steps to submit your speed test results, especially if they are below **10Mbps**. This will help us investigate the issue promptly. Poor speed test results can be due to various factors such as inadequate WiFi coverage, heavy internet usage, or suboptimal device setup.*

1. *From your browser, go to www.google.com and search for "Google Speed Test".*
2. *Click on "Run Speed Test".*
3. *Complete the speed test for both **Download** and **Upload**.*
4. *Once both tests are successfully done, the full results will be shown.*
5. *Screen capture the results and submit them here.*

Q2. I cannot connect to WiFi@RP

A2. You will need to change your password or reset your password again as your password may have expired or you had recently change of password which did not take effect as it likely did not meet the password criteria:

- *Uppercase, Lowercase, Digits, Special Characters (12 characters minimum).*
- *7 unique new passwords must be used before an old password can be reused.*

- *Cannot contain part of user's name, Student ID, or NRIC.*

Reconnect to the WiFi@RP with your new password. If that fails, please visit IT Helpdesk @ Library West.