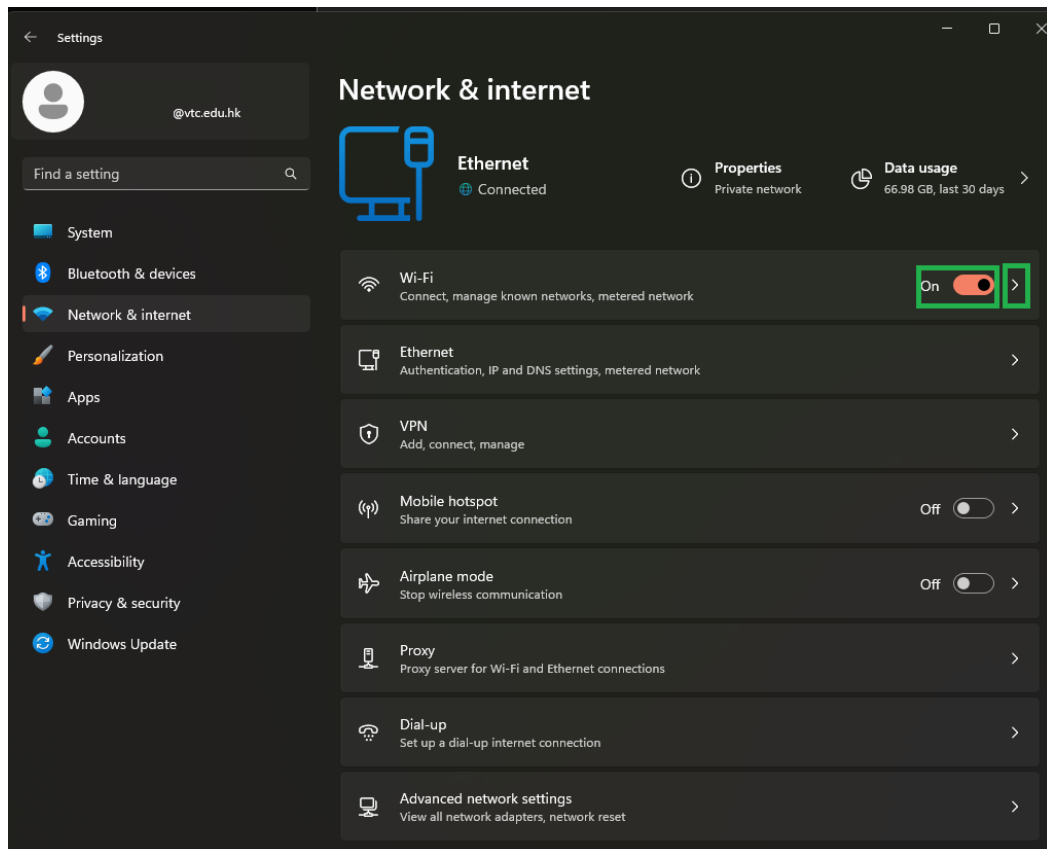


## VTC-Staff Wireless Connectivity Guide for Windows 11

This document provides the standard operating procedure for establishing a secure connection to the VTC-Staff wireless network on Windows 11 devices.

### Phase 1: Pre-Configuration Cleanup

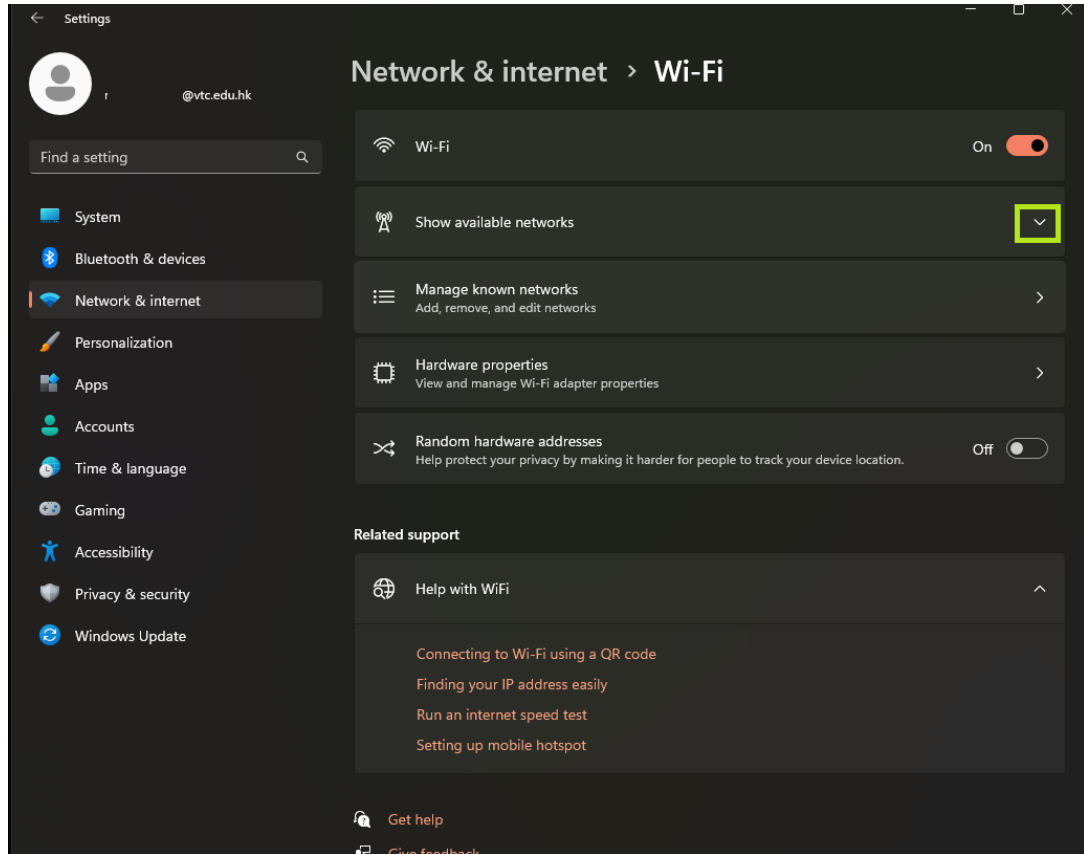
1. **Initialize Settings:** Open the Settings menu and navigate to Network & internet.



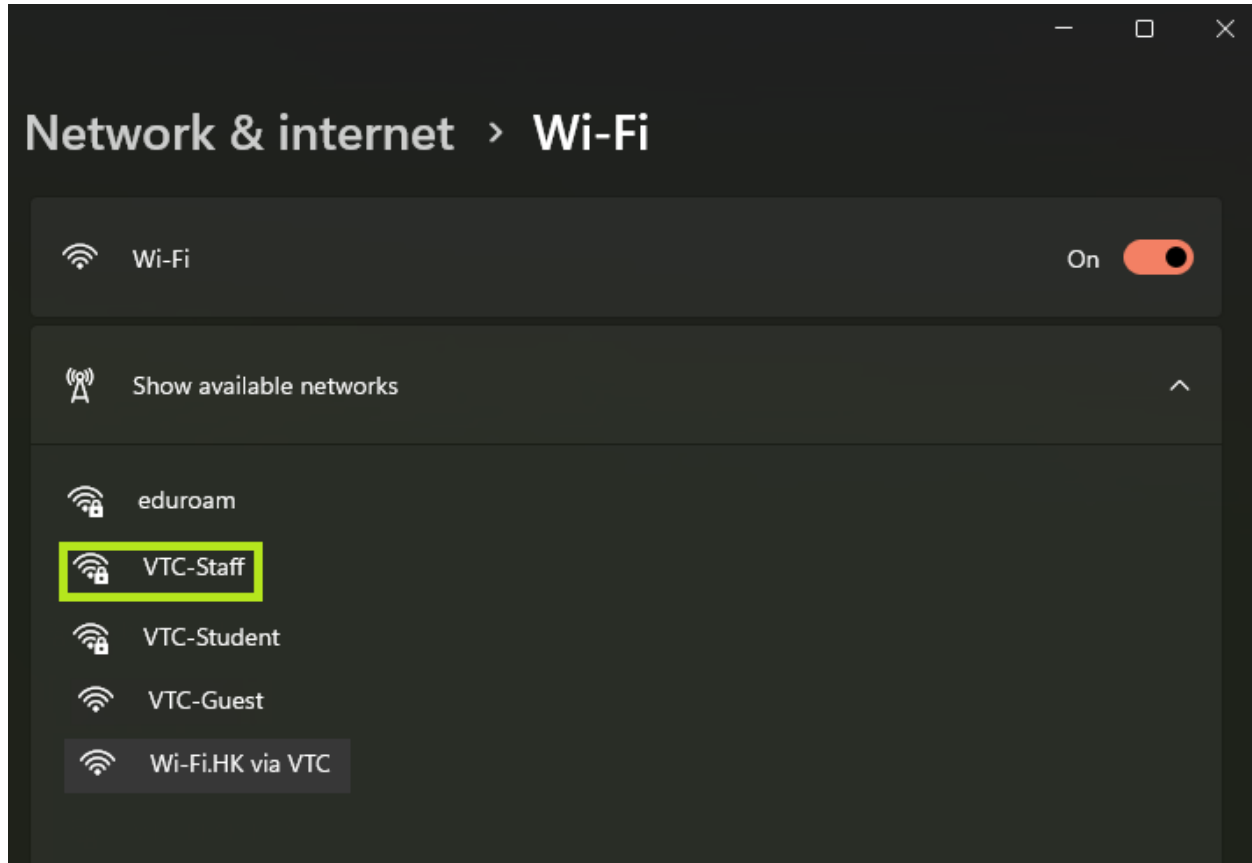
2. **Manage Existing Profiles:** If a previous VTC-Staff profile exists, it must be purged before proceeding.
  - Select the Wi-Fi section.
  - Click on Manage known networks.
  - Locate VTC-Staff and select Forget.
3. **New Installations:** If no prior profile exists, proceed directly to Phase 2.

## Phase 2: Manual Profile Configuration

1. **Network Access:** Under Network & internet > Wi-Fi, click the down arrow next to Show available networks.

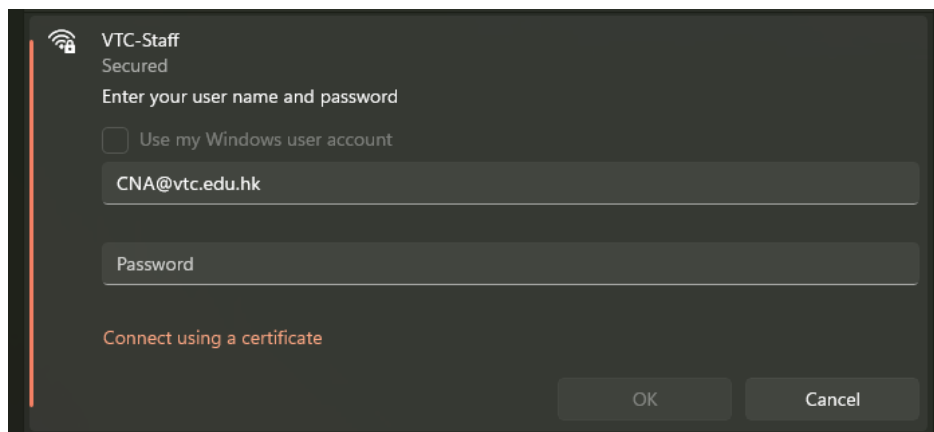


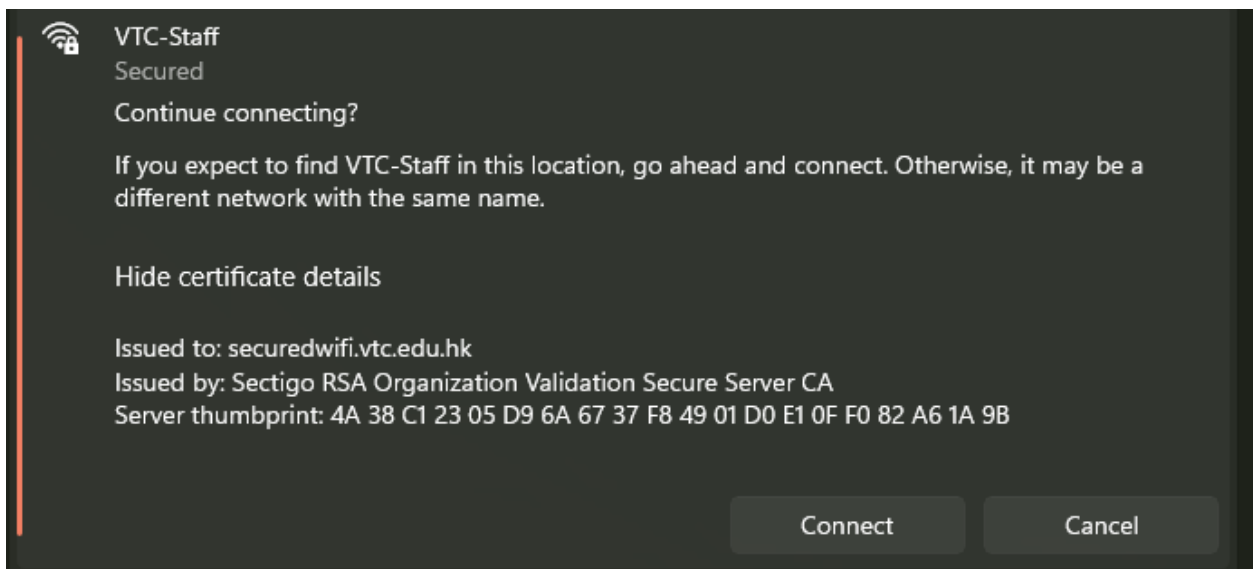
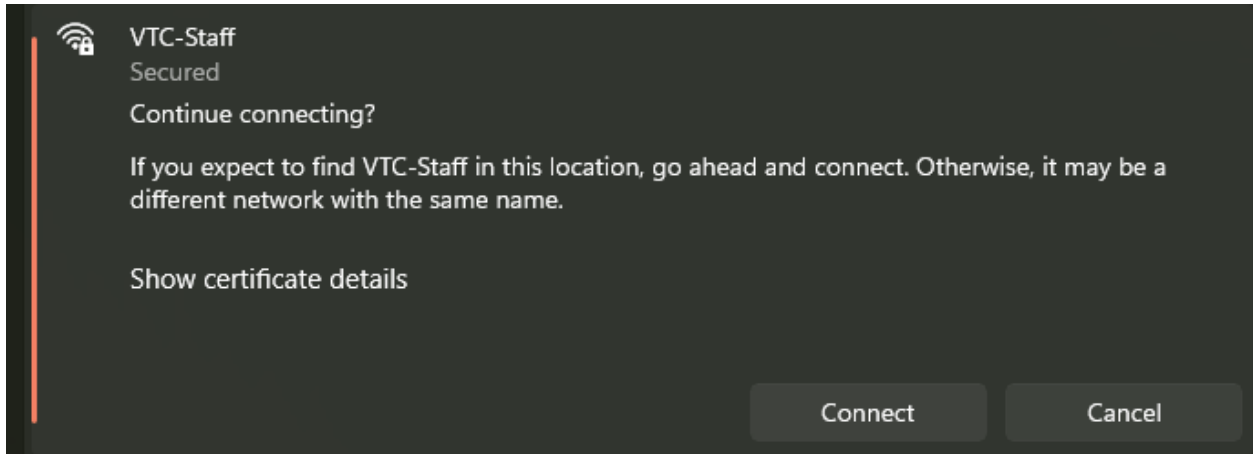
2. **SSID Selection:** From the list of detected broadcasts, identify and select VTC-Staff



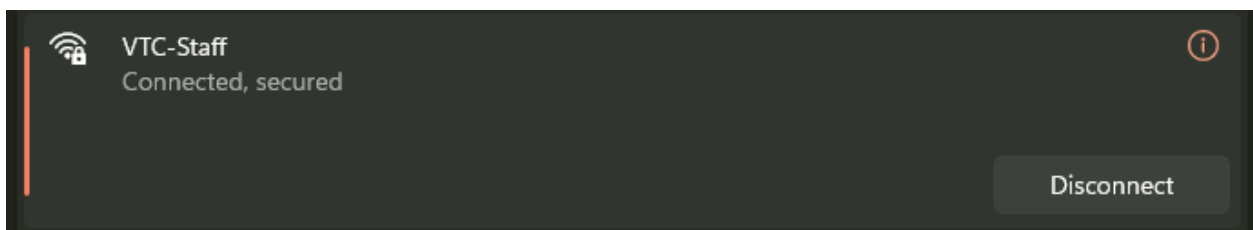
### Phase 3: Authentication & Verification

- 1. Establish Connection:** Return to the Wi-Fi network list, select VTC-Staff,
- 2. Credential Entry:** When prompted, enter your institutional CNA credentials:
  - Username: Your full CNA identity (e.g., CNA@vtc.edu.hk).
  - Password: Your registered CNA password.





4. **Security Trust:** A "Continue connecting?" prompt will appear regarding the server certificate.
  1. Click Show certificate details to verify it is issued to securedwifi.vtc.edu.hk.
  2. Click Connect to finalize the secure tunnel
5. **Confirmation:** Upon successful authentication, the network status will display as Connected, secured.



#### **Phase 4: Troubleshooting**

1. Connection Failure Protocol: In the event of a connection failure, please attempt to "Forget" the network profile within the Wi-Fi settings to clear existing configuration data, then retry Phase 1.
2. Support Escalation: If connectivity issues persist, please contact the ITO Helpdesk or your Local Campus IT Support Team for technical assistance.