

CCL Network Troubleshooting Cheat Sheet

Wireless Connections in Chambers – macOS

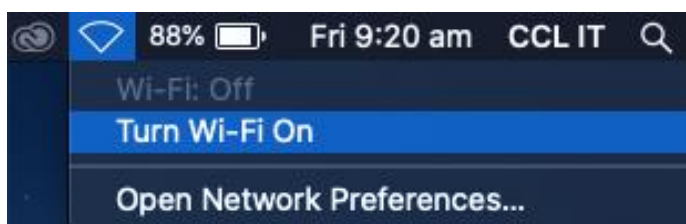
Please follow these steps if your macOS device is using the wireless network & you are having issues connecting to the CCL Network.

1. **Have you restarted your device?**

- If not, please close any open applications, **restart the computer** & see if this resolves your issues
- If the issue persists, please continue to Step 2

2. **Does the macOS device have wireless enabled?**

- Please check that your device has wireless enabled & flight mode disabled
- In macOS, **click on the wireless / network icon** in the top right of screen (as per image below)
- If **wireless is disabled**, please enable it & allow wireless functions to start up
- Please then ensure that the **connection to CCL-Secure** starts successfully
- If the connection issue persists, please continue to Step 3



3. **Is the macOS device connected to the correct wireless network?**

- All user devices that connect to the CCL Network should connect to the **CCL-Secure** network
- If your **device is connected to a different network**, please select CCL-Secure from the list & **ensure that the connection switches successfully** (as per image on next page)
- If you cannot see CCL-Secure on the list of available networks, please contact CCL Network Support

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4. If the issues are persisting, please complete further troubleshooting steps below:

- Please **open a web browser** (Firefox, Chrome etc) & try to load an **external website** (Google, Wikipedia etc)
- An **external website loading successfully** is indicative of a working network connection

If all of the above steps have been completed & you still are unable to connect to the CCL Network, please contact CCL Network Support for further assistance on (02) 9221 6235 or via email at support@ccl.com.au.