

# How to connect to VCU Guest Wireless

## Environment

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VCU Guest Wireless

## Solution

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 **NOTE:** The VCU Guest Wireless account login times out after 24 hours. You must disconnect from the network and reconnect in order to generate the *Welcome Page* to login and continue accessing the internet.

1. In your device's wireless settings, select **VCU Guest Wireless** from the list of available networks
  - o If you do not see this network, it means you are not in range or your device is not compatible
2. Wait for the **Guest Wireless Welcome Page** to appear automatically. This could take up to one minute. If it does not open automatically, use your device's built-in web browser to navigate to [captive.apple.com](http://captive.apple.com) or another known website to manually trigger the welcome page
  - o If you already have an account, sign in here.
3. If this is your first time, click **Create an Account**

### Welcome to VCU Guest Wireless

AN ACCOUNT WILL NEED TO BE CREATED TO STAY ON GUEST FOR LONGER THAN 10 MINUTES. PLEASE CHECK YOUR EMAIL FOR INSTRUCTIONS ON CONFIRMING ACCOUNT CREATION.

#### Terms and Conditions

- Guest Wireless network is not intended for the use of VCU faculty, staff and students. VCU faculty, staff, and students should use the SafeNet wireless network as it provides encryption and access to resources not available on the guest wireless network.

EMAIL

PASSWORD

You must consent to the following to access the internet.

☐ Click here to accept the terms and conditions.

Sign In

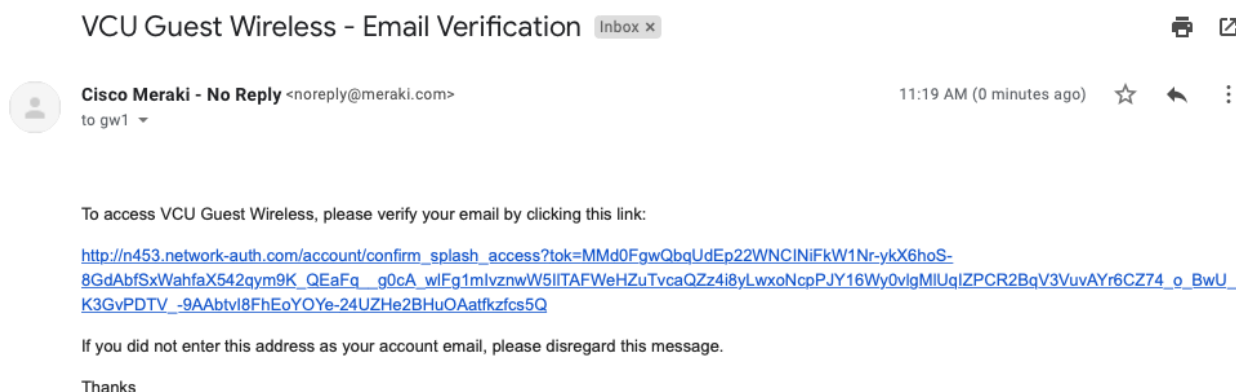
[I forgot my password](#)

[Create an account](#)

4. Enter your **name**, a valid **email address** you can access, and create a **password**. A verification email will be sent to the address you enter here
  - o This will give you a 10 minute grace period of internet access to allow you to verify your account

 **CAUTION:** If you do not verify your email, your access to Guest Wireless will be restricted for 24 hours
5. Access the email account you provided in **Step 4** and look for an email from [noreply@meraki.com](mailto:noreply@meraki.com)

6. Click the verification link in the email message



7. After 10 minutes, the **Welcome Page** may display again

- Enter the credentials you registered in **Step 4** and click **Sign In**

For assistance, please contact the IT Support Center at [804-828-2227](tel:804-828-2227) or [itsc@vcu.edu](mailto:itsc@vcu.edu).

**Keywords** meraki guest-wifi raexternalrequest

**Solution ID**

240904114049997

**Last Modified Date**

07/30/2025 09:32:59 AM

**Taxonomy**

- Network and Security > Wireless Network

**Collections**

- IT Professionals (Auth)
- Technology Services (Auth)
- VCU (Auth)
- VCU (Public)

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