

Clevertouch & interactive screens | Easy | 2 min read

Wi-Fi login on a school network: when to ask IT

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Connecting a Clevertouch screen to a school or office network is not always as simple as joining Wi-Fi at home. Many networks need special sign-in steps, and some should only be changed by IT. This guide helps you understand why and what to do.

Types of Wi-Fi you may meet

- **Open or password Wi-Fi.** You pick the network and type a password, as at home. This is the easy case.
- **Captive portal.** You join the network, then a web page asks you to sign in or accept terms. This page may not appear on a screen unless you open the browser.
- **Enterprise Wi-Fi, often called 802.1X.** You sign in with a username and password, or a certificate, that the school or company has set up. Many devices need extra settings for this.

What to try

1. Open **Settings** and go to the Wi-Fi or network section.
2. Look for the correct network name. Your school may have more than one, for staff, pupils and visitors.
3. Choose the one IT has told you to use.
4. Type the password carefully.
5. If a sign-in page is expected, open the browser and try any website.

Why you should ask IT

- Enterprise Wi-Fi needs accurate settings, such as security type and sign-in details, and the wrong ones can lock your account out.
- Many networks restrict which devices may join. IT may have to register the screen.
- Using your own staff account on a shared screen can be a security risk.
- A wired network connection may be simpler and more reliable for a screen that never moves.

Do not do this

- Do not share staff passwords with pupils.
- Do not connect the panel to a personal phone hotspot unless your school allows it.
- Do not try to bypass blocked sites.

Before you ask

Have the screen's model, the network name, the exact message that appears and the time it started to fail.

When to get more help

Ask IT for any enterprise Wi-Fi setup, a screen that cannot join the network, or a wired connection to be activated. The earlier you contact them, the more likely it is to be sorted before your next lesson.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.