

## Frequently Asked Questions

Get more step-by-step instructions online at [mohawkcollege.ca/mymohawk](http://mohawkcollege.ca/mymohawk)

### What is my MohawkID?

- **Applicants:** it's your 9-digit student ID number found on your letter of acknowledgement, offer letter and fee statement
- **Students:** it's your 9-digit student ID (can be found on your ONE Card)
- **Employees:** it's your 9-digit employee ID

### What password will I use on MyMohawk?

The password you currently use for eLearn and Webmail.

### How do I login to my workstation computer with my MohawkID?

Follow the steps below to switch to your MohawkID for your username on staff computers.

1. Logoff or restart your computer then click '**Switch User**'
2. Click 'Other User'
3. Enter your **MohawkID** in the username field and your regular computer password in the password field the hit **Enter**.

### How do I connect to Mohawk-Wifi using MohawkID?

Below are the instructions needed to sign into Mohawk-Wifi using your MohawkID on various different operating systems.

#### macOS

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1. At the top-right corner of the desktop, click the **Airport** icon, then click **Mohawk-Wifi**.



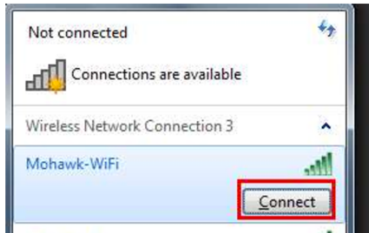
2. Enter your **MohawkID** (e.g. 000101060) credential and click **OK**.

3. Click Continue at the Verify Certificate warning to connect to the internet.  
It may take up to a minute for this warning to appear.

## Windows 7

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1. In the bottom-right corner of the desktop, click on the **Wireless Networks** icon.

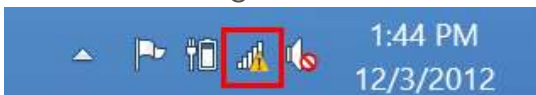


2. Select **Mohawk-WiFi** and click **Connect**.
3. Enter your **MohawkID** (e.g. 000101060) credential. Click **OK** to connect.
4. When you see the **Windows Security Alert**, click **Connect**.

## Windows 8 & 10

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1. In the bottom-right corner of the desktop, click the **Wireless Networks** icon.

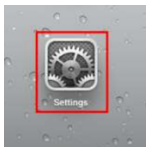


2. Click **Mohawk-Wifi**, click **Connect Automatically**, and click **Connect**.
3. Enter your **MohawkID** (e.g. 000101060) credential and click **OK**.

## iOS Devices

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1. On the **Home Screen**, touch **Settings**.



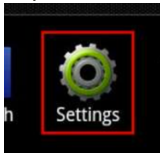
2. Touch **Wi-Fi**.
3. Ensure that your device's wireless is turned **ON** and touch **Mohawk-WiFi**.
4. Enter your **MohawkID** (e.g. 000101060) credential and touch **Join**.
5. Touch **Trust** to continue.

## Android Devices

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**Note: Icons and screens shown here may not match your device exactly.** Interfaces for Android devices look different for each manufacturer, but the setup procedure is the same.

1. Open your **Applications List** and touch **Settings**.



2. Touch **Wireless and Networks**.
3. Select **Mohawk-WiFi**.
4. Enter your **MohawkID** (e.g. 000101060) credential and touch **Connect**.

## Blackberry Devices

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1. Open **Manage Connections**.



2. Ensure that **Wi-Fi is checked** and select **Set Up Wi-Fi Network**.
3. Select **Mohawk-WiFi**.
4. Enter your **MohawkID** (e.g. 000101060) credential.
5. Ensure that **Disable Server Certificate Validation is checked** and select **Save and Connect**.

### What if I forget my MohawkID or are having trouble logging in?

If you forget your MohawkID or you are having trouble logging in, email the Helpdesk at [helpdesk@mohawkcollege.ca](mailto:helpdesk@mohawkcollege.ca) or call 905-575-2199 (toll free 1-866-601-8445). Helpdesk employees will verify your identity and provide your 9-digit MohawkID.

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