Can't Log In to MWireless?  

If you can't log in to MWireless but you can log in to Wolverine Access, you'll need to change your UMICH password and try again.

A software problem earlier this year prevented synchronization of some new and changed UMICH passwords to the system that handles MWireless login. The problem has been fixed. Now when you change your password, it will synchronize as expected, and you'll be able to use it with multiple U-M computing and online services.

What to Do

1. **Use a computer or mobile device with an Internet connection.** You can use a computer in a Campus Computing Site.

2. **Change your UMICH password.** Open a web browser (such as Internet Explorer, Firefox, Chrome, or Safari) and go to the How to Change Your UMICH Password page at

   http://www.itcs.umich.edu/your-account/password.php

   Click the Quick Link: Change My Password Now

   Follow the on-screen instructions, or, for detailed instructions, see Choosing and Changing a Secure UMICH Password (http://www.itcs.umich.edu/itcsdocs/r1162)

3. **Wait a few minutes.** It can take several minutes for your new UMICH password to be synchronized to all the U-M systems that require it.

4. **Log in to MWireless.** If you need instructions, see

   http://www.itcom.itd.umich.edu/wireless/connect/#mwireless

If you are still unable to log in to MWireless, please phone the ITS Service Center at 764-HELP (764-4357). Note that you must phone the Service Center if you need help with your password. Service Center staff need to verify your identity before they can provide password assistance, and they cannot do this via email.