UPDATE: RowanSecure connection issue

Update: Nov. 1, 2017

Information Resources & Technology has updated the security certificates for ClearPass in order to address the issue that required some students to re-authenticate to RowanSecure.

After connecting to RowanSecure, you should stay connected. If you are prompted to connect again after moving to a different location on campus, please contact us for help at 856-256-4400 or support@rowan.edu.

Original Message: Oct. 30, 2017

Information Resources & Technology has learned of an issue requiring some students to re-authenticate to RowanSecure on the Glassboro campus.

Students who are encountering this issue are able to successfully connect to RowanSecure on one part of campus but are prompted to connect again repeatedly when they move to another part of campus.

We are currently working with our vendors to find a permanent resolution to this problem, and we expect to have the issue fixed soon.

Until then, students who face this issue should take the following steps to reconnect to RowanSecure:

1. Disconnect from RowanSecure
2. Forget the RowanSecure network
3. Reconnect to RowanSecure

Please contact the Technology Support Center at 856-256-4400 or support@rowan.edu with any questions or concerns.