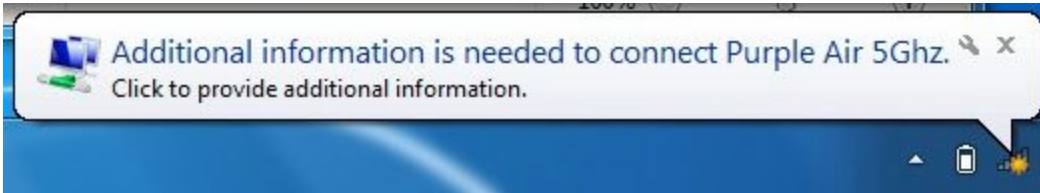
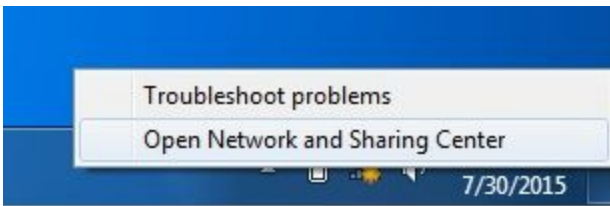


Windows 7 Purple Air new certificate

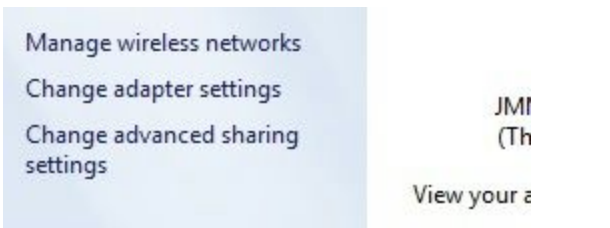
If you had previously used the Purple Help cloudpath installer to get on Purple Air or Purple Air 5ghz you may now get an “additional information is needed” error after putting in your username and password.



To fix, right click your network icon and choose Open Network and Sharing Center.



Choose Manage wireless networks.



Select Purple Air and/or Purple Air 5ghz in the list and click Remove. They may not be the top items in the list.



Now go back to your network icon and left click to see available networks. Choose Purple Air and Connect with Connect Automatically checked.



Enter your username and password.



At the Windows Security Alert, click Connect.



Usually this does it. There have been a few cases where we've had to turn off the wireless switch for a few seconds, or reboot the computer to get it to re-connect.