Confirm you do not have an old AirPennNet profile installed on your laptop. You will need to delete it if installed.

To confirm, open Settings from the Start Menu, or by pressing the Windows key + i.

Select Network and Internet.
Select **Wifi** in the left pane and **Manage Known Networks** in the right pane.

Click on the **AirPennNet** entry and click **Forget**
You can now connect to AirPennNet. When prompted for credentials, enter your **Pennkey and Pennkey Password**.