

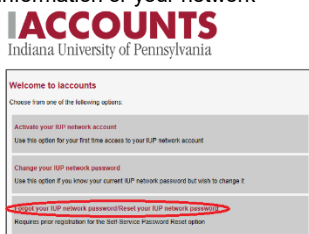
IUP ResNet Setup Guide

Devices that Work on IUP's Wireless:
Laptops, tablets, and smart phones

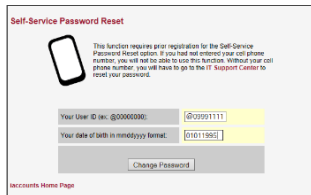
Devices that do not work on IUP's Wireless:
Wireless on game machines, smart TVs, streaming media devices like Chromecasts, Amazon Firesticks, and Roku.
You need to use a wired port to get these devices online. Many devices have wired adapters or alternatives that will work on the wired network.
Contact iup-resnet@iup.edu with any questions.

IUP requires you to authenticate using 802.1x to get online. You will need to know your IUP network username and network password to proceed with setting up your wired connection. This is the same information that you use to access the MyIUP website and your IUP mail. If you don't know your IUP network username and network password, you can look them at <http://iaccounts.iup.edu>. If you have a smart phone you can look this information through its browser. This service does require a pre-registration of your cell phone which you should have setup when you first looked up your information or at orientation.

If you don't remember your account information or your network password has expired browse to <http://iaccounts.iup.edu> and choose **Forgot your IUP network password/Reset your IUP network password**. Enter your University ID (with the "@" sign), your birthday in mmddyyyy format (no dashes or slashes) and click **Change Password**.



You will be prompted to verify the last 4 digits of your cellphone number. Once you confirm your number you will be sent a text message with a code. You will be prompted for that code on the website to continue. Once you enter your code your account information will be listed and you will have the option to set your network password.



If you did not setup a cellphone in the system and you need to change your network password you will need to contact the IT Support

Center to get your network password changed. The IT Support Center is located in Delaney Hall and you can enter via the courtyard.

IT Support Center Hours Fall 2019 Opening

Saturday the 24th and Sunday the 25th, 10am to 2pm
Monday the 27th through Friday the 31st, 8am to 4:30pm

For Wireless Network Setup (first step)

Choose **IUP** and enter your IUP network username and password when prompted then accept the certificate or go to <http://iconnect.iup.edu> either through your broadband or by plugging into a network jack and follow the wireless setup steps.

For Wired Network Setup (first step)

- Locate the **Network Interface Controller (or NIC)** on your machine
- Get a category 5e or 6 network cable (**NOT A PHONE CABLE**)
- Plug into a network port



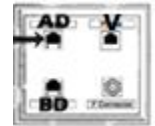
Where to plug in your network cable:

If you live in one of the **Suites** any port that ends with and "A" (ex: 123-AA, 124A-BA, 125D-AA etc...) will be active for Ethernet.

Plug your network cable into the port closest to where your computer is and the other end into the computer.

If you are in a Traditional Residence Hall

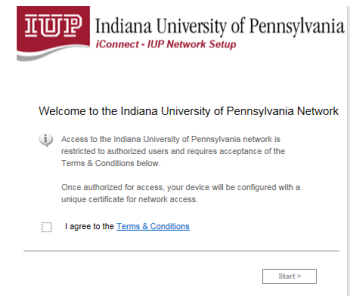
(University Towers, and Whitmyre) there will be a data drop box with two Ethernet ports, a phone port (not active) and a cable port. If you are the only one in the room plug one end of your network cable into the AD port and the other end into your computer's network adapter port. If there are two people in the room the second person plugs into the BD port.



iConnect

Once you connected to the iconnect wireless network or plugged into a network port, open a web browser (Internet Explorer, Chrome, Safari, Firefox, etc...)

The following screen should appear ->



Click on the checkbox next to *I agree to the Terms & Conditions* and then **Next** to continue.

A window that looks like this should appear ->

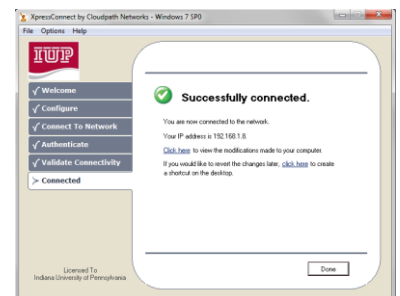


Choose the **IUP Wireless Network** option if you are connecting wirelessly and **IUP Wired Network** if you are connecting through a wired network port. Follow the directions as they appear. You may be asked to download and run a program. Do this to continue with the setup.

You will be asked to enter your IUP username and network password. If you have entered them correctly you should get to the following screen to showing the setup was successful ->



You may need to reset your machine after the setup to get on the network and may also be asked to run through the process once more and re-enter your information again. Please attempt to set this up at least twice before contacting anyone for assistance. You may setup both wireless and wired on your laptop so you can use the wired connect while you are at your desk.



Connecting Game Machines and other media devices to the wired network

Any device that has WPA2 Enterprise level Authentication can connect to IUP's wireless network. Any device with a wired network connection, or Ethernet connection, can access IUP's wired network by either using connect.iup.edu or by registering the device's MAC address online at

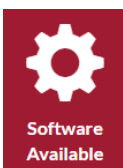


<https://netreg.iup.edu>. Go to <https://www.iup.edu/resnet> and click on "How Do I Connect My Computer or Device to the Internet?" for more information. There are many wired options for devices that cannot connect to the wireless network. For example, Amazon Firesticks can use a wired adapter to access the network and most game machines and smart TVs come with an Ethernet adapter built in. Most devices have a version that has an Ethernet Adapter built in, such as Roku and Smart TVs.

Virus Protection:

Windows Defender is a built-in antivirus software offered on Windows 10 machines. If you have Windows 10, make sure Defender is turned on, as well as auto-updates.

The IT Support Center provides anti-malware software called Malwarebytes. Students can download it by going to <https://www.iup.edu/itsupportcenter> and clicking on the **Software Available** icon. Student will be prompted for their IUP username and password before they can download the software.



Accessing your IUP Email

Go to <https://mail.iup.edu/> to access your IUP email. Enter your IUP username and password to login. **Remember to never give out your IUP username and password to anyone, especially via email. IUP will never ask you this information via email.**

Logging a call in ihelp

ihelp is an online call logging system students can use when they are having technology issues. You can access ihelp either through the MyIUP portal by clicking on the ihelp quicklink on the home page or by going to <https://ihelp.iup.edu>.

Mapping Network Drives

Browse to <https://www.iup.edu/itsupportcenter/mapdrives> for information on how to map the P and H drives.

Accessing Virtual Computer Lab (VCL)

Browse to <https://www.iup.edu/itsupportcenter/vcl/> and click on **Getting Started with Virtual Computer Lab** for more information on how to connect to a virtual PC.

For additional Information/help

If you have problems with your wired residence hall connection call 724-357-2596 or email us at iup-resnet@iup.edu. For wireless access, email setup, password, or other software problems contact the IT Support Center at **724-357-4000** or log a call at <https://ihelp.iup.edu>.

De-activation of Network Access

IUP reserves the right to disable network access without prior notice because of violation of the IT **Acceptable Use Policy** (<https://www.iup.edu/itsupportcenter/about/policies/policies/it-acceptable-use-policy/>.) **FILE SHARING IS NOT ALLOWED ON IUP's network!** If an entity holds a copyright on something you are

illegally sharing they can sue you.

Residential Computing Centers

The office of Housing, Residential Living, and Dining maintains computer labs known as Residential Computing Center's in all on campus housing locations. These labs can be accessed by residents of the buildings they are located in 24 hours a day 7 days a week. Print stations are also available in each of these labs.

Residential Computing Center Locations:

Wallwork Hall – Ground Floor North Side, Room G88
Suites on Pratt – Ground Floor East Side, Room G10
Stephenson Hall – Ground Floor East Side, Room G40
Putt Hall – Ground Floor Center, Room G4
Delaney Hall – Ground Floor East Side, Room G2
Suites on Maple East – 2nd Floor Center, Room 204
Ruddock Hall – Ground Floor Center, Room G2
Northern Suites – First Floor East Side, Room 111

Connecting your cable ready TV

Your TV needs to have a QAM digital tuner in order to receive the digital channels on campus. If you are buying a new TV, please make sure that it has a QAM digital tuner before bringing it to campus.

Use an appropriate length of cable to connect from the "F" connector box to the "F" connector on the back of your television. This is your standard television coaxial cable connection. You can connect multiple televisions to one cable jack (there should be one per bedroom) using a cable splitter.

You may purchase television cables and splitters at the Co-op Bookstore in the Hadley Union Building or any store where they sell electronics.

How to get all the Channels on a Cable Ready TV

Your television must have a digital receiver (QAM) to get any channels.

If your television is only receiving snow or not getting any channels, you will need to program your television for all channels. Some things to check:

Using your remote go to your setup menu and:

- Make sure your input is set to "cable" and not "antenna"
- Run the "Program Search," "auto program," or "channel search" function so your television can find all of the channels (probably under "setup").

Please note that all televisions have different menu options. Consult your owner's manual if you cannot find the above functions. If all else fails, you can have your hall staff enter a **workorder into** to have a cable technician check the cable connector and provide a cable box if needed..

Low battery warning on offline locks

If you swipe your i-card into your suite door offline lock and the green light blinks three times, the lock beeps, and then the door unlocks, that is a signal that the battery pack in the reader is getting low. Please report this to your hall office as soon as possible so that you can get the batteries replaced in your lock before your lock becomes unusable. If both lights flash and the reader beeps then the batteries are too low to unlock the door and you will need to go to the hall office so they can call maintenance to get your door open and the batteries replaced. If just the red light blinks and the reader beeps then your card is not programmed for that lock or it is encoded with an old version number and you need to get your card re-encoded at the hall office.

