

IUP ResNet Setup Guide

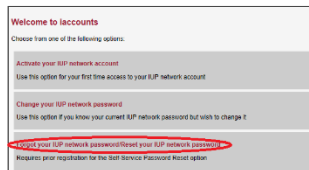
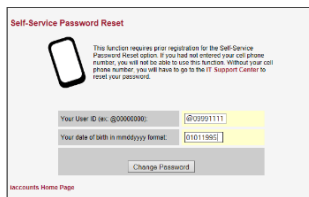
We ask that you use the wired network when you are in your room/suite and setup near a network jack to free up the wireless network for non-wired devices such as tablets and smart phones.

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 2018 Opening

Saturday the 25th and Sunday the 26th, 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.



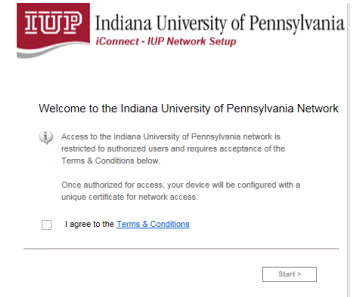
If you are in a **Traditional Residence Hall** (University Towers, and Whitmyre) there will be a data drop box with two Ethernet ports, a phone port (not active) and a cable port. If you are the only one in the room plug one end of your network cable into the AD port and the other end into your computer's 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 ->



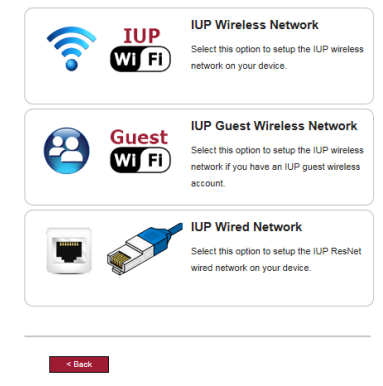
Click on the checkbox next to *I agree to the Terms & Conditions* and then **Next** to continue.

A window that looks like this should appear ->

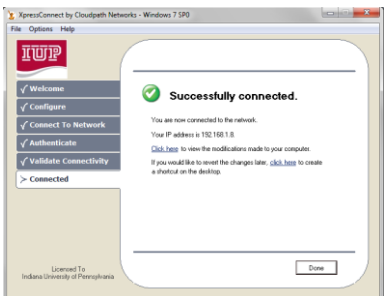


Choose the **IUP Wireless Network** option if you are connecting wirelessly and **IUP Wired Network** if you are connecting through a wired network port. Follow the directions as they appear. You may be asked to download and run a program. Do this to continue with the setup.

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.



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. If you are not running Windows 10, you can download Sophos anti-virus from <https://www.iup.edu/itsupportcenter> by clicking on the **Software** icon and then on **Anti-Virus** on the menu to the left. Click on the link that corresponds with the operating system your machine is running to download the software. **Important!** Enter your username as iupmsd/username (note the direction of the slash).



Connecting Game Machines and other media devices to the wired network

Games Machines and wired media players (Wired Smart TVs, Blue Ray Players, Etc...) are allowed on the **wired network**. Go to <http://www.iup.edu/resnet> and click on **How Do I Connect My Computer or Device to the Internet?** for information on setting up other devices such as **game machines**.



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.

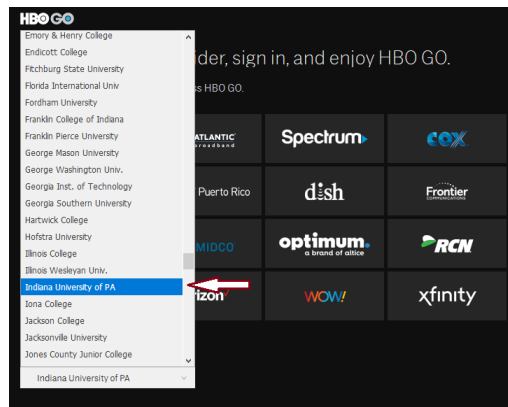
Residential Computing Center Locations:

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

Signing into HBO GO at IUP

Use the following steps to sign in and register for HBO GO:

1. Do either of the following:
 - **On a Computer:** From a web browser go to **HBOGO.com** and in the upper-right corner choose **Sign In**.
 - **On a Mobile Device:** Install and open the **HBO GO App** and choose **Sign In**.
2. Choose **Indiana University of PA** as your provider.



3. Click on **Log In to HBO GO**.



4. Enter your **IUP username** and **network password** when prompted. (This is the same information you use to access MyIUP and your IUP email account.)



5. Create and enter an **HBO GO ID**; this is a unique name for your HBO GO profile. It must be between 3-14 characters and can't include spaces or special characters.
6. Enter your email address and ZIP code (these fields are optional).
7. Choose **Save**. You're ready to start watching HBO GO!