IUP requires you to use your IUP username and password to get online. 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.

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 password you will need to either go to the Student Computing Helpdesk in Delaney or connect virtually through Zoom (see the other side of this sheet for the link and QR code to the Virtual IT Support Center.)

Basic Wireless Network Setup (Only for laptops, tablets, smart phones)

Choose IUP and enter your IUP network username and password when prompted then accept the certificate or go to http://iconnect.iup.edu (see next section) and 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.

iConnect

You can get to iconnect by either plugging you laptop or desktop into a port that end in A in any suite room or through the your mobile broadband on your smart phone. Open up a browser and browse to https://iconnect.iup.edu. 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 option for what best describes what you want to connect. All options will request you enter your IUP username and password at some point.

When setting up a Mobile Device, Laptop or Desktop you will be asked to download and install an application that will setup a 5 year certificate on your device so you will not need update your settings when you change your network password. Once the application has been run you should receive a confirmation that the setup was successful.

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</table>
If you are setting up a Game Machine or Smart Device you will be prompted for your IUP username and password and then taken to a page that looks like this—>

If you are connecting your device to the wired network choose the middle choice, if you are connecting you device wirelessly choose the last choice. You will need to know your device’s mac address to register them. If you don’t know how to find it do an internet search and you should find instructions for your specific device on how to located it. Usually it is under your network settings or about setting on your device. Enter your devices 6 piece mac address, letters and numbers only (0-9 and A-F) in the fields provided on the form:

You should get a page like this if your mac address is registered successfully.

If you are connecting your device to wirelessly and its not a smart phone or laptop, you will connect to the NetRegOnly wireless network and enter authorizeduseonly5281 as the password. You cannot access the wireless network if you have not entered your devices wireless mac address correctly. **DO NOT USE NetRegOnly** for Laptops and Smart Phones because its not as secure as IUP wireless and you cannot access internal IUP systems from the NetRegOnly wireless network.

It is recommended if you are connecting a Game Machine to use the wired device (middle) choice and register the devices wired Mac or Ethernet address. Most modern games require more bandwidth and lower latency than you can get on a wireless connection.

You may need to reset your machine after the setup to get on the network. **Please attempt to set this up at least twice before contacting anyone for assistance.**

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**Student Computing HelpDesk**

The Student Computing Help Desk, located in Delaney Hall, is open for walk-ins, although scheduling an appointment is encouraged via ihelp. Students can receive assistance with a variety of technology problems, including password resets and the reinstallation of a computer’s operating system.

**Logging a call in ihelp**

ihelp is an online call logging system students can use when they are having technology issues. Access it at https://ihelp.iup.edu.

**Virtual IT Support Center**

You can connect with an IUP IT Support Representative through Zoom to get technology support remotely. Access it at https://iupvideo.zoom.us/my/virtualitsupportcenter

Representatives are available daily from 8am to 4:30pm.

**For additional Information/help**

If you have problems with your connection in the suites you can call 724-357-2596 or email us at iup-resnet@iup.edu

**Residential Computing Centers**

These are computer labs located in the suites 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.

**Print Services for Students**

The enhanced pay-per-print allows one to choose any public pay-per-print printer across campus to print to and not be restricted to a particular location. Print jobs can now be released from anywhere, including designated release stations in Public Lab Areas. Visit https://printrelease.iup.edu/ to release a print job.

Mobility Print delivers secure network print services for iOS, Windows, macOS, Android, and Chrome devices. In addition, Mobility Print is easy to set up, so users can print from their own devices to any of our public pay-per-print printers across campus. Visit https://mobileprint.iup.edu/ to set up print queues on your device.

**Low battery warning on offline locks**

If you have a swipe lock on your suite door and you swipe your i-card through it and the green light blinks three time, 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 become 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.