



CONNECTING TO SRU-RESNET-STUDENTS WI-FI ALL DEVICES - FAQ

The Office of Information Technology has upgraded the Wi-Fi service for the Residence Halls. This upgraded network should provide improved speeds and coverage to students living on campus. This document provides basic instruction on connecting to the SRU-RESNET-STUDENTS network, along with answering some Frequently Asked Questions.

1. Connecting to the SRU-RESNET-STUDENTS Wi-Fi network.

- For best results, please connect to the network and register your device in your dorm room.
- Open the Wi-Fi settings on the device you wish to connect to the network.
- Select **SRU-RESNET-STUDENTS** from the list of available networks to connect to.
- Enter **SalveRegina** as the network key/password when requested. This key is case sensitive and should be entered exactly as displayed in these instructions.
- At the authentication page, enter your Salve username and password. Do not include the @salve.edu in the username, only the **firstname.lastname** part is required.
- If the authentication page disappears, or, you receive a *Connected to the Internet* page, registration has been successful, and you now have full access to the network.
- Step by step, illustrated instructions for connecting are available for Windows 10, Apple macOS, and Apple iOS devices.



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2. Quick Tips/Troubleshooting.

- Temporarily disable any VPN services you may be using.
- The 'SalveRegina' network key/password is case sensitive. This must be entered correctly for full access.
- Make sure your Salve username and password is correct.
- Disable custom network settings - make sure your network settings on your device are set for DHCP, and there no statically assigned IP addresses or DNS servers.
- Try giving your device a restart.
- If you are still stuck, contact the Technology Services Center for assistance. Contact information is provided at the bottom of this document.

3. Frequently Asked Questions.

Q: *I have a device that doesn't display the login screen to enter my Salve username and password, how do I connect it to the network?*

A: Please contact the Technology Service Center (TSC), with the following information, and we can register the device for you:

Full Name, Contact Number, Building/Room Number, and the Mac Address/Hardware Address of the device (looks like 00:11:22:AA:BB:CC)

Once we register the device, it will have full access to the **SRU-RESNET-STUDENTS** network.

Q: *All my devices are registered but I can't communicate with one of them – how do I fix this?*

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3. Frequently Asked Questions Continued...

A: In most situations, if all the devices were registered in your room, they should all be able to communicate with each other. If for some reason this is not possible please contact the TSC with the following information and we will try to resolve this problem:

Full Name, Contact Number, Building/Room Number, and the Mac Address/Hardware Address of the device (looks like 00:11:22:AA:BB:CC)

We will make a best effort to make sure all devices in your room can connect and communicate with each other.

Q: *Are wireless printers supported?*

A: We recommend that students do not bring a wireless printer to campus. The University provides printing stations in a number of academic buildings, which can be accessed at <https://printing.salve.edu>. Wireless printers that cause interference to the **SRU-RESNET-STUDENTS** Wi-Fi network may have their wireless capabilities disabled by the Office of Information Technology.

Q: *Does SRU-RESNET-STUDENTS Wi-Fi work over the entire campus?*

A: In order to provide a better experience for students living on campus, we created a separate Wi-Fi network for the Residence Halls. Currently, Academic and Administrative buildings are on a separate Wi-Fi network. When in these buildings you should connect to the **SRU-Community** network. This will require a separate registration of your device.

Q: *What are the requirements to connect to the SRU-RESNET-STUDENTS network?*

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3. Frequently Asked Questions Continued...

A: Any device connecting to the **SRU-RESNET-STUDENTS Wi-Fi** network should have its operating system updates current. Windows and macOS computers should also have anti-virus installed and up-to-date. **Devices that are no longer receiving updates from their vendor/manufacturer do not meet the minimum requirements to access the Salve Regina University Residence Hall network.** In the event a device does not meet the minimum requirements, or is detected as having suspicious network activity, that device may have its network access blocked. Contact the TSC if you have additional questions regarding minimum requirements.

Q: *I have a friend/family member visiting me in the Residence Halls, and they would like to use the Wi-Fi. How do they connect?*

A: A guest network is available, **SRU-RESNET-GUESTS**, for this purpose. The key/password to join this network is also **SalveRegina**. No login with a username and password is required to use this network, though they will need to acknowledge the Salve Regina Network and Computer Use Policy before gaining access. Salve Students should not use this network, as network speeds and access are restricted compared to the **SRU-RESNET-STUDENTS** Wi-Fi network.

If you have any additional questions or concerns, please direct them to the Technology Services Center. The TSC contact information is listed on the bottom of each page of this document.