Useful Information:

**MWireless in the Residence Halls**
Use MWireless on campus and in residence halls. The MWireless network is encrypted and secure.

its.umich.edu/wireless

**Community Learning Centers (CLCs)**
Study in comfortable community areas equipped with computers, printers, and scanners. CLCs are located in each residence hall.

housing.umich.edu/rescomp/academichub

**IMPORTANT:**
Protect your privacy by installing antivirus software today! Free antivirus software is available to download for PC and Mac computers at the Safe Computing website.

safecomputing.umich.edu/antivirus

**ResComp TV**
Watch helpful and entertaining programming about technology, academics, and life in the residence halls.

housing.umich.edu/reshalls/amenities

Get Answers to Your Residence Hall Computing Questions:

**ITS Service Center**
its.umich.edu/help
734-764-HELP (4357)
For help with campus computing and technology questions, including:
- MWireless
- Computing accounts
- Uniqname and password
- Wolverine Access
- M+Google
- Much more!

**Computer Showcase Support & Repair**
Michigan Union (Walk-ins welcome)
734-763-6181
Pierpont Commons (By appointment)
734-763-3966
For help with:
- Virus remediation and software troubleshooting
- Software and hardware installations and upgrades
- Data backups and transfers
- Full warranty and out-of-warranty repairs for Apple, Dell, and HP computers

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@UMHousingTips
1. Get an Ethernet cable

We recommend one that’s 25 feet long so that you can place your computer anywhere in your room. You can purchase one from any electronics retailer, including the Computer Showcase located in the Michigan Union on Central Campus and Pierpont Commons on North Campus. (More information at showcase.itcs.umich.edu.)

2. Obtain a hub from your Community Center if you have a:

- **Double, triple, or quad room** in Baits, Barbour, Bursley, Martha Cook, or Newberry
- **Triple or quad room** in Oxford

*Note: Game systems (XBox, Wii, etc.) that do not support WPA-2 Enterprise require a **wired (Ethernet)** connection. You may need a hub for these. If you do not have one of the rooms listed above, you are responsible for purchasing a hub.*

3. Connect your computer

Locate an active Ethernet wall jack:

- **Baits, Barbour, Bursley, Fletcher, Martha Cook, and Newberry**: Only the lower right Ethernet jack is active (see fig. 1). Oxford: Both Ethernet jacks are active.
- **Other residence halls**: All wall jacks in the rooms are active (see fig. 2).

**Using a hub?** (See fig. 3)

- a. Connect the hub’s power cord to a wall outlet.
- b. Plug the provided orange Ethernet cable into an active wall jack.
- c. Plug the other end of the orange Ethernet cable into the proper port on your hub.
  - • Netgear: Use Port 4 and make sure the Uplink button is pushed in
  - • D-Link, SMC, or Unicom: Use any port

**Not using a hub?** Plug your Ethernet cable into an active wall jack and connect it to your computer.

4. Register your computer on the Residential Computing (ResComp) Network

To register your computer, you must be in your residence hall room, using your own computer, and using a **wired Ethernet connection** – not wireless.

- a. Launch a web browser which should automatically redirect you to the Network Registration website. If it does not, restart your browser and go to https://netreg.it.umich.edu.
- b. On the registration site, read the University of Michigan Acceptable Use Policy carefully. If you agree, click I Accept.
- c. Enter your uniqname and password on the Network Registration User Login page, then click Login.

*Can’t connect?* When many people are registering, the server can be slow. Wait 10-15 minutes, then try again. If you still can’t access the Network Registration website, call the ITS Service Center at 734-764-HELP (4357).

- d. Your computer’s MAC address will be automatically detected on the Device Registration page. Click Register.
- e. You will receive a confirmation message if your registration was successful.

*Note: Register all additional devices, including game systems, that connect to the network using the Network Registration website.*

5. Set up MWireless (Wi-Fi)

MWireless is available in residence halls and on campus. Visit its.umich.edu/wireless for step-by-step instructions for your operating system.