Get Answers to Your Residence Hall Computing Questions

**ITS Service Center**
its.umich.edu/help  
734-764-HELP (4357)  
Chat: chatsupport.it.umich.edu

For help with campus computing and tech questions, including:

- MWireless  
- Computing accounts  
- Uniqname and password  
- Wolverine Access  
- Google, Box + more

**Computer Showcase | Tech Repair**
computershowcase.umich.edu  
Shapiro Undergraduate Library & Pierpont Commons | 734-647-2537

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

Be a Good WiFi Citizen

Personal WiFi routers and devices that broadcast their own wireless network are prohibited in residence halls. These items cause interference to MWireless and negatively impact the shared campus wireless network. Find out which network devices work on the U-M campus, and how to connect them, at its.umich.edu/devicecompatibilityguide.
Set Up MWireless (WiFi)

MWireless is the most secure and fastest wireless network on campus and is available in most buildings. Visit its.umich.edu/wifi/setup and run the WiFi setup tool to properly configure your devices to MWireless. (More information at its.umich.edu/wireless.)

NOTE: For devices that are only 2.4 GHz capable, MWireless will not show as an available network in the list of WiFi networks. For these devices you should select Eduroam and log in using your full email address and password. Eduroam will provide the same security level of MWireless, but has support for slower WiFi speeds.

Set Up a Wired Connection

In most cases you’ll find that MWireless is the simplest way to connect your devices to the network. However, a wired connection using an Ethernet cable sometimes provides a more stable connection, and is required to connect some types of devices. Your room has at least one Ethernet jack to allow you to connect with a cable.

We recommend using a 25-foot Ethernet cable so you can place your device anywhere in the room. You can buy one from any electronics retailer. You can also buy an Ethernet hub or switch to allow you to connect multiple devices. (More information at computershowcase.umich.edu.)

1. Connect Your Computer
   Locate the Ethernet wall plate in your room. Plug the Ethernet cable into a jack and connect the cable to your computer. There are several styles of plates in use at residence halls; examples are shown in figures 1–2. In cases where there are multiple jacks on the plate, only one of the jacks may be active. If you find the following steps don’t work, try a different jack.

   NOTE: In Martha Cook and Helen Newberry, the Ethernet port is located on the wireless access point in your room.

2. Register Your Computer
   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. Open a web browser which should automatically direct you to the Network Registration page. If not, visit netreg.it.umich.edu.

   CAN’T CONNECT? The server can be slow when many people are registering. Wait 10–15 minutes, then try again. If you still can’t access the Network Registration page, call the ITS Service Center at 734-764-HELP (4357).
   b. Read the Conditions of Use carefully. If you agree, click I Accept.
   c. Enter your uniqname and UMICH password, then click Login.
   d. On the Registration page, select Detect to automatically insert your machine’s media access control (MAC) address. Optionally, enter a description for your device. Select the type of device that you are registering.
   e. Click Register. If registration succeeds a confirmation message will appear.

   NOTE: Gaming consoles, smart TVs, and other streaming media players are unable to connect to MWireless and will need to connect via a wired Ethernet connection. Register all such devices at netreg.it.umich.edu by entering the device’s MAC address.

Telephone and Television

Telephone and television service are not provided in campus residence hall rooms. Televisions with cable service are available in select lounges and community centers. You can use the campus data networks to connect to your choice of online video content providers; some alternatives are listed at its.umich.edu/res-hall-tv. Options for telephone service include using a mobile phone or arranging for an internet-based telephone service.