

ResComp NetGuide

Connect to the Residence Hall Network | 2019 – 2020

Useful Information

Free Antivirus Software

Protect your privacy by installing antivirus software today! Links to free antivirus software are provided on the Safe Computing website.

safecomputing.umich.edu/be-aware/viruses

Community Learning Centers (CLCs)

Study in comfortable community areas equipped with computers, printers, and scanners. CLCs are located in each residence hall.

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:

- Campus WiFi
- Computing accounts
- Uniquname and password
- MaizeLink
- 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 transfers and data recovery
- Full warranty and out-of-warranty repairs for many computer brands

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, 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. When first connecting a new device to WiFi on campus, the easiest approach is to select the network “MSetup”. You will be redirected to a web page that will properly configure your device for MWireless and other campus networks.

For complete information about using WiFi on campus, visit its.umich.edu/wireless.

Set Up a Wired Connection

MWireless is usually the easiest 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, which you can buy from an electronics retailer or the Computer Showcase (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 wall plates in use at residence halls; examples are shown in figures 1–2. In some residence halls, the Ethernet jack is located on the wireless access point in your room. If there are multiple jacks, only one of the jacks may be active.

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.

- Open a web browser and go to the Network Registration page at netreg.it.umich.edu.

NOTE: Your browser may automatically redirect you to this page.

- Read the “Conditions of Use” carefully. If you agree, click **I Accept**.
- Enter your unqname and UMICH password, then click **Login**.
- On the Network Registration page, follow the directions to provide information about your computer, and click **Register**. If registration succeeds a confirmation message will appear.

NOTE: You can also use the Network Registration page to register gaming consoles, streaming media players, and other devices. You will need to know the device’s MAC address, which is usually printed on the device or on its packaging.

CAN’T CONNECT? If you have problems with the Network Registration process, call the ITS Service Center at 734-764-HELP (4357).

figure 1

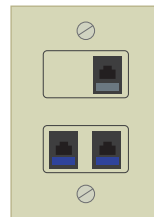
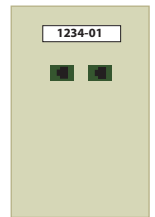


figure 2



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.