

Connecting to ResNet

Western Michigan University
Office of Information Technology

IMPORTANT: Before you connect your computer to ResNet:

- **All computers MUST have Symantec AntiVirus software installed and the latest Windows security updates and patches installed.**
- **All computers connected to ResNet are subject to scanning by OIT for viruses.**
- **Do not plug a phone line into your Ethernet card. If you plug a phone line into your Ethernet card, and the phone rings, it will damage the Ethernet card. WMU/OIT assume no responsibility for damaged Ethernet cards.**
- **Routers, wireless access points, and combo routers/access points may not be connected to ResNet.**

All Residence Halls, Elmwood, and Goldsworth Valley Apartments

Your connection requires a standard Ethernet cable. Standard Ethernet cables are available for purchase at Microcomputer Consulting and Support, the WMU bookstore, or at the retailer of your choice (e.g. Best Buy, Office Depot, etc.).

- 1) Locate your standard Ethernet cable.
- 2) Locate the box on the wall that contains the phone and data jacks. Your room will have both data jacks activated.
- 3) Connect one end of the Ethernet cable to the data jack. Be sure the plug is seated firmly in place.
- 4) Plug the other end of the Ethernet cable into the Ethernet card in your computer.
- 5) Turn on your computer and start your Web browser. You will automatically be taken to the registration Web page where you must enter your Bronco NetID and password. If you are not, please contact the Help Desk at (269) 387-HELP (4357).

In these buildings, all jacks have been activated. The second jack in the Valley residence halls is located on the underside of the gray box on the wall opposite the first jack. Hubs will **NOT** be loaned to residents living in residence halls. Residents of Elmwood and Goldsworth Valley Apartments may borrow a hub from TCS to connect multiple computers to ResNet as there is only one jack per apartment. **Routers, wireless access points and combo routers/access points are not allowed in WMU apartments or residence halls.**

Need Help?

The Help Desk is your first point of contact for any problems. They will assist you in verifying that all software is set up correctly. They can be reached by calling 7-HELP. If there is still no connectivity, you will be referred to TCS. If it is determined you have a non-working connection, an appointment can be made for a TCS technician to come to your room to repair the connection.

The TCS technician will come to your room to troubleshoot network cabling. If it is verified that the connection is working, you may be asked to take your system to Microcomputer Repair for software troubleshooting. **There is no software troubleshooting in your room.** The software troubleshooting process can be lengthy and TCS technicians have other scheduled appointments they must keep.

For more information about ResNet, see <http://www.wmich.edu/oit/resnet/>