

## COMPUTER NOT CONNECTING TO THE NETWORK?

Before reporting the problem of not being able to connect to the Internet from your on campus residence, please check the following:

1. Do you have the proper cable connected to both the computer and the port on the wall? You will need a Category 5e or Category 6 data cable. This can be purchased at any computer supply store. A phone line will not work.
2. Do you have a wireless router connected to your port? If so, REMOVE it and replace it with a data cable.
3. Did you connect the computer to the appropriate port before you turned the computer on? Make sure that you plug into the DATA port, not the phone port.
4. Is your network card disabled, installed correctly, functioning? Check the Network Connections in the Control Panel to make sure you have a connection.
5. Does your roommate's port work? If yes, did you try connecting your computer to your roommate's port to see if it works there? If it does work on your roommate's port, but does not work when connected to your own port, go to step 7 below. If it does not work in your roommate's functioning port try using their cable instead of yours to see if you need to buy a new cable (See step 1).
6. Do you have the Windows XP or above? Older versions of Windows will not function on this network. You need to purchase an operating system upgrade or a new computer.
7. If all of the above fails, please contact the Help Desk at 3737 and report your name, residence hall, room number, port number and contact information.
8. Once connected, when you go to the Internet and begin the Certification process (discussed at orientation).