

connect 

Internet Connection Guide





Western

Visit connect-it.uwo.ca for more information

JOIN THE CONNECT-IT

SUPPORT TEAM

WHY WORK WITH US?

*Valuable IT job
experience*

*Flexible work
schedules*

*Leadership skills
development*

On-the-job training



connect IT

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Connect-IT, Housing and Ancillary Services
1151 Richmond St., London, Ontario
Canada N6A 5B9

519-661-4225
connect-it@uwo.ca
connect-it.uwo.ca



Section 01

Welcome

- About Connect-IT
- Connect-IT Hotline
- Conditions of Use



About Connect-IT

Welcome to campus and thank you for being a part of our service. Connect-IT is Western's internet service provider for the residences at Western's Main Campus, Huron University College and Brescia University College. Operated by Housing and Ancillary Services Information Technology, we work in collaboration with *Western Technology Services (WTS)* to support the academic mission of the University by providing convenient access to online academic resources.

Our Support Philosophy

Connect-IT's support philosophy is 'students helping students', which is why the Connect-IT team is primarily composed of fellow university students. Our team members are friendly, approachable and trained to troubleshoot a wide range of computer and networking related issues. There are no charges associated with the hotline and alternative services provided by our staff.

If you have customer service experience and want to learn new technical skills, you can apply to join the Connect-IT team during winter! For more hiring information, see the inside front cover of this handbook.

Scheduled Network Maintenance

Please note that regular maintenance for Connect-IT infrastructure may occur on Sundays from Midnight until 10:00 a.m. and Thursdays from Midnight until 7:00 a.m. We will communicate with students in residence when this maintenance represents a significant outage to our services. Advance notice for emergency maintenance which falls outside these windows will be communicated when possible.

Western Technology Services

Western Technology Services (WTS) offers a wide range of information technology-related services and solutions in support of the campus community.

The WTS Help Desk is an excellent resource for students looking for assistance with:

- Virus and malware removal
- OWL
- Zoom
- Office 365
- Western Identity
- Multi-Factor Authentication (Duo)
- Connecting to the internet in main campus buildings

You can reach the **WTS Help Desk** by phone at **519-661-3800** or online at wts.uwo.ca.

Connect-IT Hotline

If you are experiencing problems connecting to the Connect-IT internet service and are unable to find a solution in this handbook, please call the Connect-IT Hotline. Our hotline is run by student staff who provide internet support throughout the year. If a phone call to the Connect-IT Hotline does not solve your problem, alternative troubleshooting from our staff members may be required.

Connect-IT Hotline

519-661-4225

Move-In Days:

Saturday–Monday, September 2–4, 2023

Saturday	9:00 a.m. to 9:00 p.m.
Sunday	9:00 a.m. to 9:00 p.m.
Monday	9:00 a.m. to 9:00 p.m.

Orientation Week:

Monday–Monday, September 4–11, 2023

Monday	9:00 a.m. to 9:00 p.m.
Tuesday	9:00 a.m. to 6:00 p.m.
Wednesday	9:00 a.m. to 6:00 p.m.
Thursday	4:00 p.m. to 10:00 p.m.
Friday	4:00 p.m. to 7:00 p.m.
Saturday	1:00 p.m. to 7:00 p.m.
Sunday	6:00 p.m. to 9:00 p.m.
Monday	4:00 p.m. to 10:00 p.m.

Regular Schedule:

September 10, 2023–April 8, 2024

Sunday	6:00 p.m. to 9:00 p.m.
Monday	4:00 p.m. to 10:00 p.m.
Tuesday	4:00 p.m. to 10:00 p.m.
Wednesday	4:00 p.m. to 10:00 p.m.
Thursday	4:00 p.m. to 10:00 p.m.
Friday	2:00 p.m. to 5:00 p.m.
Saturday	2:00 p.m. to 5:00 p.m.

We are open during the exam periods. Please refer to the Connect-IT website (connect-it.uwo.ca) for updated hotline hours of operation.

Hotline Closures

The Connect-IT Hotline will be closed on the following days:

Thanksgiving	October 8–9, 2023
Fall Reading Week	October 28–November 4, 2023
Winter Holiday	December 23, 2023–January 6, 2024
Spring Reading Week	February 17–24, 2024
Easter	March 29–31, 2024



Conditions of Use

As a condition of the activation of the Connect-IT internet service, users are required to agree to the following:

- You are responsible for all network traffic originating from your port and/or devices, including user activity, regardless of (a) whether or not you generate it; (b) whether or not you know what you are doing; (c) whether or not you realize that you have violated any specific policies.
- You are not permitted to use computing resources, particularly email, web servers and/or bulletin boards, to send harassing, obscene or fraudulent contents.
- You are not permitted to perform any action that would impair the functions of the campus and/or residence network.
- You will not provide access to the University's computing resources to those who are not entitled to such access.
- You will not use scanning or packet analyzer programs.
- You will not use your internet connection to run a commercial enterprise or to support other activities designed to provide income or other considerations.
- You will not reproduce, share or distribute copyrighted materials without the expressed written permission of the copyright holder(s).
- You will not perform any action that denies another network user access to network resources, including actions such as mass mailing or denial-of-service attacks.
- Due to the limited network capacity, you will not operate servers or other services that make high demands on network resources.
- You will not exceed the Connect-IT bandwidth limits, as specified on the [Connect-IT website](#).

You will observe all University regulations regarding computing resources including policies established by the Division of Housing and Ancillary Services. The Connect-IT Conditions of Use above highlight some of the important conditions contained in the Acceptable Use Policy (AUP) by WTS at: https://cybersmart.uwo.ca/for_it_support_providers/policies_compliance_risk_management/risk_management/acceptable_use_policy_aup.html

The AUP must be reviewed and signed prior to obtaining access to University computing resources, including Connect-IT. This website also includes links to other University policies and procedures related to the acceptable use of campus computing resources.

The use of Western's computing resources is a privilege, available if you honour the requirements and obligations set out in the University's Code of Behaviour for Use of Computing Resources and Corporate Data available at https://www.uwo.ca/univsec/pdf/policies_procedures/section1/mapp113.pdf

If you are found to have breached any of these policies, you are subject to the full range of the University's disciplinary procedures. Sanctions include the temporary or permanent loss of access privileges, financial restitution, termination of your Residence Contract, expulsion from the University and/or legal sanctions. Commercial or criminal use is strictly prohibited, as is any use that may seriously impact the performance of the network. Use of software that is not legally licensed is an infringement of copyright. You are advised to read the aforementioned University policies and interpretation documents carefully.

Copyright Law & File Sharing

It is expected that users of Western network services (including Connect-IT) will respect intellectual property and not participate in the use, reproduction, storage or distribution of copyrighted material without the written permission of the copyright holder. It is your responsibility to practise safe and legal file sharing and to respect all copyright laws.

Each year, a number of copyright infringement complaints are received from copyright holders and their agents. These notices come from organizations that search the internet on behalf of the copyright holders. Your activity online is not anonymous or untraceable, rather much of your internet activity is logged. These logs, combined with a copyright complaint, can confirm and/or implicate you in illegal activity. If Western receives a copyright infringement complaint, it will be forwarded to your Western email account for you to deal with appropriately.

If you receive a copyright infringement complaint, please take note of the following information:

1. Western University has not given your identity to the complainant and as such they very likely do not know who you are.
2. You are under no legal obligation to respond to or pay any presented 'settlement offer'. Any such offers are not legally binding and are not a part of Canadian copyright law. Only a legal court can impose any ruling.
3. Unless you contact the complainant directly or respond to a 'settlement offer', likely the only way for them to identify you is through a court order.

Information on the Canadian Copyright Act can be found at: <https://laws-lois.justice.gc.ca/eng/acts/C-42/>. Please take the appropriate steps to address this complaint and ensure that all identified copyrighted material is removed from the offending device. As well as being liable for any criminal and civil court sanctions related to copyright offences, you can be subject to the University's disciplinary procedures. Sanctions can include the temporary or permanent loss of Connect-IT access privileges, termination of your [Residence Contract](#) and expulsion from the University.

A young man with short dark hair is sitting on a bed, looking towards the left. He is wearing a light-colored t-shirt with 'WESTERN MUSTANGS' printed on it. The background shows a window with a view of trees and a striped pillow. The entire image has a purple overlay.

Section 02

Getting Started

Device Requirements

Physical Settings

Devices and Wireless Connection

Additional (Wired) Device Registration

Device Requirements

Students in residence have two ways to connect to the internet. They can connect their laptops and game consoles to our wired internet service. Other devices such as smart phones and tablets may only connect to our wireless internet service. **Please note personal wireless routers are prohibited.**

The following outlines the requirements for connecting to either of our services.

What do I need?

Nearly any computer, tablet or smart phone can connect to Connect-IT's **wired or wireless internet service**. Connect-IT provides full technical support for popular operating systems and devices such as:

1. macOS 11 (Big Sur) to macOS 13 (Ventura)
2. Windows 10 and Windows 11
3. Android Phones & Tablets
4. iPhones & iPads
5. Chrome OS

Distributions of the Linux operating system are not supported by Connect-IT staff. However, devices running the Linux operating system will normally be able to connect to Connect-IT's services. Please note that most other smart phones and tablets can connect to Connect-IT's wireless service, however Connect-IT staff will only be able to provide basic assistance for these devices.

*If you require assistance connecting a computer, tablet, or smart phone not listed above please call the Connect-IT Hotline at **519-661-4225** or email **connect-it@uwo.ca***

In order to connect to our WIRELESS service (Connect-IT), your computer, tablet or smart phone must have:

1. All operating system critical updates
2. Up-to-date antivirus software configured to update automatically on a daily basis
3. A wireless network adapter capable of supporting G and/or N network(s)
4. Your @uwo.ca credentials (these are the same credentials used for your Western email without the @uwo.ca, OWL and the Student Center)

iconnect023@uwo.ca

username do not include

In order to connect to Connect-IT's WIRED service, your computer must have:

1. All operating system critical updates
2. Up-to-date antivirus software configured to update automatically on a daily basis
3. An Ethernet port or external Ethernet adapter
4. An Ethernet cable (also known as a network cable)
5. Your @uwo.ca credentials (these are the same credentials used for your Western email without the @uwo.ca, OWL and the Student Center)

iconnect023@uwo.ca

username do not include

Check Your Physical Settings

Port

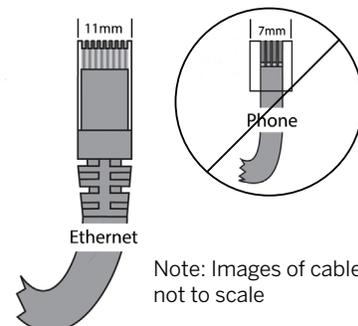
To use **Connect-IT's wired service**, you must connect your Ethernet cable to the Ethernet port located on the wall of your residence room and the Ethernet port in your device. **If your Ethernet port has been physically damaged, please call the Connect-IT Hotline at 519-661-4225 and a staff member will arrange to assess the damage.**

If we determine that a repair is required you will receive an email from Connect-IT with information about the port repair process. Connect-IT works with WTS to repair broken and/or damaged internet infrastructure in residence. A WTS technician may visit your room to complete the repair. If you are not home when the technician arrives, they will sign-out keys at your residence building front desk in order to enter your room and complete this repair to restore your internet service.

Cable

Ensure that your cable is an Ethernet cable. A telephone cable will not allow you to connect to our wired internet service. It is also important that there are no noticeable breaks in the cable. If you have an Ethernet cable that is longer than needed, be sure to wrap the cable with a twist tie to avoid any safety hazards. **Forgot your Ethernet cable at home? Ask for one at the front desk of your residence building! Connect-IT will provide an Ethernet cable at your residence front desk free of charge.**

In order to connect to Connect-IT's wired service, your device must have an Ethernet port. Many popular laptops do not have an Ethernet port, so you may require an adapter to connect. If you are unsure whether your device has an Ethernet port, please call the Connect-IT Hotline at 519-661-4225.



Note: Images of cables are not to scale

Devices and Wireless Connection

Wireless Routers Not Allowed in Residence

The University's residences are populated with active users of wireless technology. Wireless routers broadcast interfering signals continuously and represent a security risk to the Connect-IT internet service. As a result, personal wireless routers are not permitted in residence. If you have more than one wired networking device you would like to use concurrently, please contact Connect-IT for further assistance. We can help solve your connection issue without the expense or security concerns associated with router use.

We thank you in advance for your cooperation to ensure better wireless service for all fellow students in your residence community!

Smart Home Products

Connect-IT provides a secure wireless service that supports WPA2-Enterprise encryption. Many home networking devices such as Google Homes, Amazon Echo/Dots, and Chromecasts do not support this secure wireless standard and will be unable to connect to our wireless service.

We strongly recommend not bringing smart home products with you to residence as they will be unable to connect to our internet service.

Turn Off the Wireless on Your Printer

Wireless printers broadcast interfering signals 24 hours a day, 7 days a week, even though they're generally only used by students for a few minutes each week. The symptoms of this interference include a slow connection, connection drops and weak, inconsistent or no signal strength.

Please help yourself and your neighbours above, below and on your floor by turning off the wireless features on your printer.

Connect-IT staff can help you turn off these features and provide you with a complimentary USB cable (also available at your residence front desk) so you can connect to your printer. Not sure your printer has wired capability? Call our hotline at **519-661-4225** and a Connect-IT staff member will assist you.

Game Consoles & Online Gaming

Connect-IT supports gaming devices on our high-speed **wired** internet service. In order to connect these devices, you will be required to register them with Connect-IT by filling out and submitting the **Additional Device Registration Form** under the **Getting Started** tab at connect-it.uwo.ca.

Please note, many gaming devices including those from Nintendo, Xbox and PlayStation will NOT be able to connect to the Connect-IT wireless service. Connect-IT's secure wireless service supports WPA2-Enterprise encryption that requires both a username and password, which these devices do not accept.

We wish to maintain a high level of satisfaction with online gaming whenever possible. If you are experiencing online gaming latency, please email connect-it@uwo.ca. Although we cannot guarantee optimal game performance at all times, we will try to resolve online game issues where possible.

If you have questions regarding connecting your game console to Connect-IT, please call our hotline at **519-661-4225**

Additional (Wired) Device Registration

In order to connect a computer to Connect-IT's wired service, you will need to register your computer (refer to page 36).

You may have additional devices (such as a second computer or game console) you wish to use with Connect-IT's wired service. In order to register this additional device, you will be required to fill out the **Additional Device Registration Form** under the **Getting Started** tab at connect-it.uwo.ca. This form will ask you to provide the wired MAC Address (also known as Physical Address) of the device you wish to connect to our wired service.

Please note that phones, tablets and other devices that do not connect directly into the Ethernet port in your wall do not require registration for Connect-IT's wired service.

How to Find Your MAC Address

Please note: your device may list two different MAC addresses. For an additional device registration, you are looking for the address usually labelled as LAN, Ethernet or wired MAC address.

Windows Computers:

1. Connect an **Ethernet cable** from your computer to the port in the wall of your residence room
2. Press the **start icon** and type **cmd**
3. Right click on **Command Prompt** and select **Run as administrator**
4. Type **ipconfig/all** into the **Command Prompt** and hit the **Enter** key

Under **Ethernet adapter Ethernet** (or **Ethernet adapter Local Area Connection**), locate the wired MAC Address listed as **Physical Address**.

Chrome OS Computers:

1. Connect an **Ethernet cable** from your computer to the port in the wall of your residence room
2. Click on the **status icon** on the bottom left of your screen
3. Click on **Ethernet**
4. At the top of the window, click on the **information icon**

The MAC address will be displayed next to **Ethernet**.

macOS Computers:

1. Connect an **Ethernet cable** from your computer to the port in the wall of your residence room.
2. Click on the **Apple icon** on the top left of your screen, then click **System Preferences** (or click **System Settings**)
3. Click **Network**
4. Select **Ethernet** (or **Thunderbolt Ethernet** or the name of your **USB Ethernet Adapter**)
5. Select **Advanced** (or **Details**)
6. Select **Hardware**

The MAC Address will be displayed in the list.

PlayStation 4 & PlayStation 5:

1. On the main menu, select **Settings**
2. Select **System** (or **System Information**)
3. (For PlayStation 5) Under **System Software**, select **Console Information**

The MAC Address will be displayed on the screen next to **MAC Address (LAN Cable)**.

Xbox One, Xbox Series S & Xbox Series X:

1. Connect an **Ethernet cable** from your console to the port in the wall of your residence room
2. Press the **Menu button** on the controller
3. Select **Settings**
4. Select **Network**
5. Select **Advanced Settings**

On Xbox One, the MAC Address will be displayed on the right-hand side of the screen next to **Wired MAC**. On Xbox series S or X, the MAC Address will be displayed under IP settings, next to **Wired MAC**.

Nintendo Switch:

1. Connect an **Ethernet cable** from your console to the port in the wall of your residence room
2. From the home screen, click on the **gear** at the bottom to enter the **Settings** menu
3. Select the **Internet** header in the left navigation bar
4. Select **Internet Settings**
5. Select **Wired Connection**

The MAC address will be displayed toward the bottom of this page where it says **LAN adapter MAC Address**.

Having Trouble With Your Wireless?

Our wireless service is the best connection for your phone, tablet or casual laptop use. If you are completing academic quizzes or financial transactions, we strongly encourage you to use our high-speed wired service instead.

When using our wireless service, there are a few things you can do to optimize your wireless connection:

- Ensure your devices are configured properly for Connect-IT's wireless service by following the instructions on page 11.
- Eliminate sources of wireless interference by turning off competing wireless devices in your room or suite, for example wireless printers, routers, wireless game controllers, Bluetooth devices, wireless speakers, wireless headsets, etc.
- Speak with your roommate(s) or suitemate(s) about turning off devices that interfere with your connection, especially their wireless printers.
- Call our hotline at 519-661-4225! Our helpful team can troubleshoot your wireless connection.



Connect-IT Hotline

519-661-4225

Important Contact Information

Safety & Emergency Services

Emergencies (Police, Fire, Ambulance)	911
Campus Safety Inquiries (Non-Emergency)	519-661-3300

Western University Main Campus

Housing Office	519-661-3547
Residence Counselling	needtotalk@uwo.ca
Meal Plan Office	519-661-3957
Office of the Registrar	519-661-2100
International & Exchange Student Centre	iesc@uwo.ca
Learning Development & Success Team	519-661-2183

Huron University College

Residence Services	housing@huron.uwo.ca
Food Services	huronmanager@browns.ca
Library and Learning Services	huclibrary@uwo.ca
Huron Wellness	huronwellness@huron.uwo.ca
Student Support Services	huronsss@uwo.ca

Brescia University College

Clare Hall Residence	519-858-5150
Office of the Registrar	519-858-5151
Case Management Services	buc.casemgmt@uwo.ca



In order to connect to Connect-IT's primary wired service you may need an external Ethernet adapter for your device. Connect-IT will have a limited number of USB Ethernet adapters for sale on move-in days, Orientation Week and throughout the year through the [myHousing portal](#).

Section 03

Connecting to the Internet

macOS

Windows

Chrome OS

iPhone & iPad

Android Phone & Tablet

How to Forget a Wireless Profile

Register Your Computer

CyberSmart



Configuration for Our Wireless Service

1. Click on the **Wireless** symbol on the top right of your screen
2. Ensure Wi-Fi is turned **on**
3. Click on **Connect-IT**
4. In the new window enter the following:

Username (or Account Name):
your **@uwo.ca** username which
is the part of your Western email
without the @uwo.ca

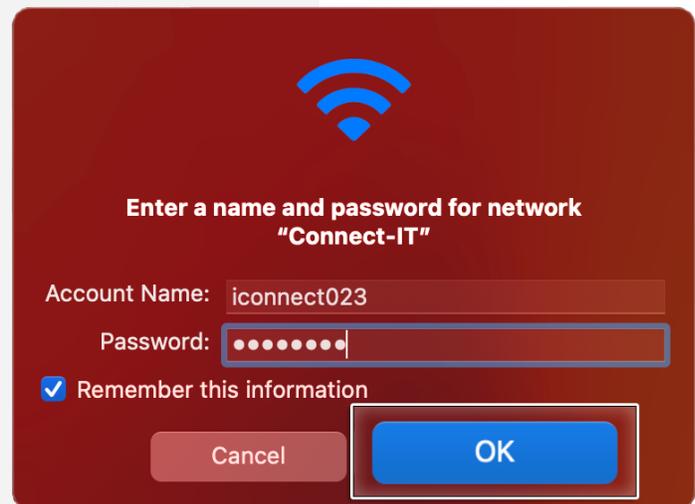
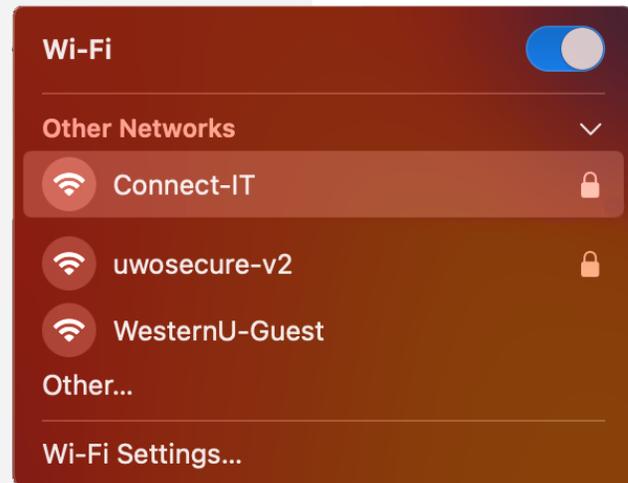
iconnect023@uwo.ca

username do not include

Password: your **@uwo.ca** password

If available, ensure Mode is set
to **Automatic**

5. Click **Join** (or **OK**)
6. You may be asked to verify the certificate. Click **Continue**
7. If you are unable to join the wireless service, please navigate to **page 34** of this guide for further troubleshooting instructions in the **How to Forget a Wireless Profile** section



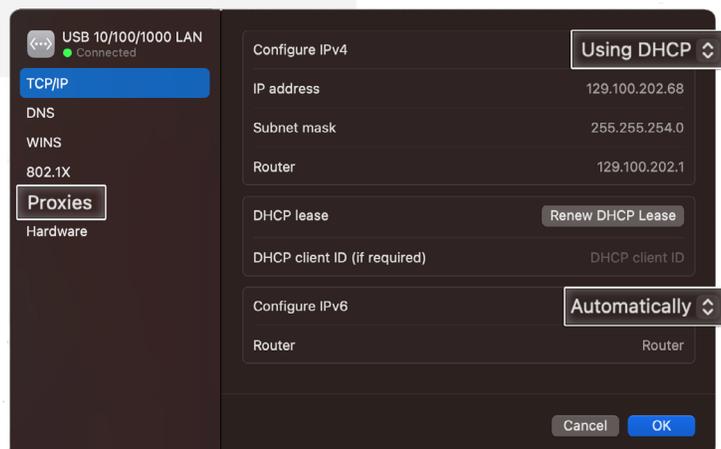
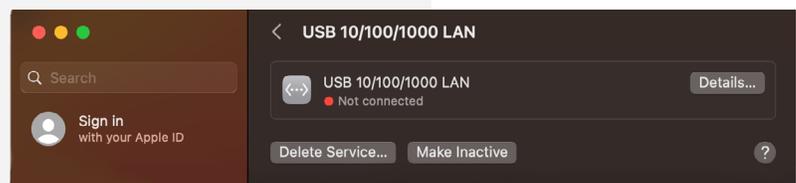
macOS

Configuration for Our Wired Service

The following instructions explain how to configure your computer's settings to allow you to access Connect-IT with OS versions 11 (Big Sur) to 13 (Ventura).

1. Click on the **Apple icon** on the top left of your screen, then click **System Preferences** (or **System Settings**), then click **Network**
2. If applicable, select **Location: Automatic** from the menu
3. Click on **Ethernet** or the name of your adapter
4. Click **Advanced** (or **Details**)
5. Under the **TCP/IP** tab:
 - Ensure **Configure IPv4** is set to **Using DHCP**
 - Ensure **Configure IPv6** is set to **Automatically**
6. Under the **Proxies** tab, deselect all options
7. Click **OK**

Proceed to page 36 to register your computer.



Windows 10 & 11

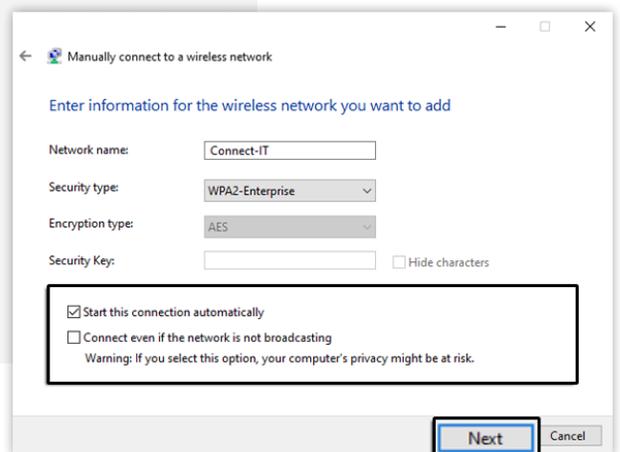
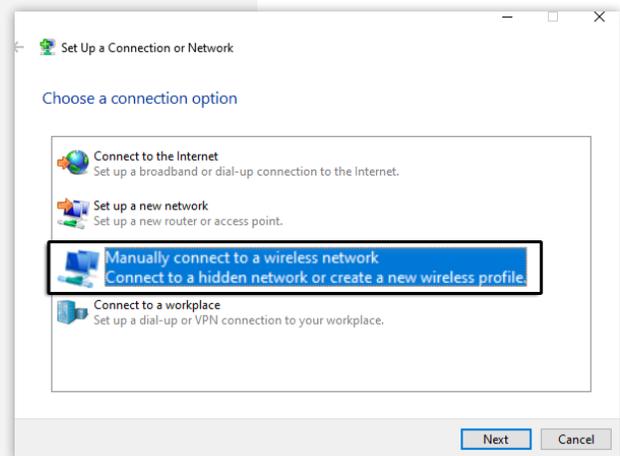
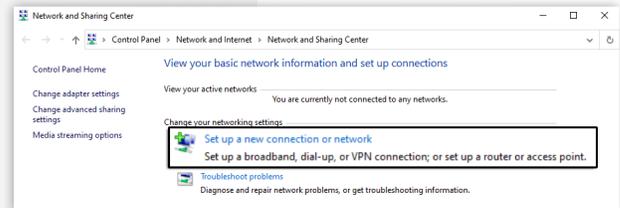
Configuration for Our Wireless Service

1. Press the **start icon** and type **Control Panel**, then hit enter
2. In the new window click **Network and Internet**
3. Select **Network and Sharing Center**
4. Select **Set up a new connection or network**
5. Click **Manually connect to a wireless network**
6. Click **Next**
7. Enter the following information:

Network name: **Connect-IT**
Security type: **WPA2-Enterprise**
Encryption Type: **AES**

Deselect **Connect even if this network is not broadcasting**

8. Click **Next**



Windows 10 & 11

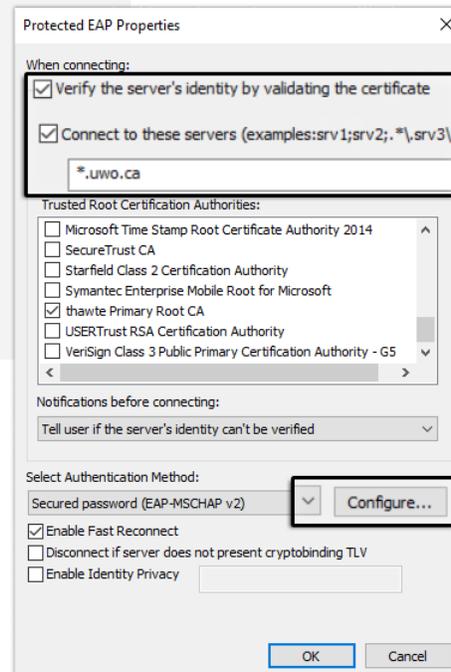
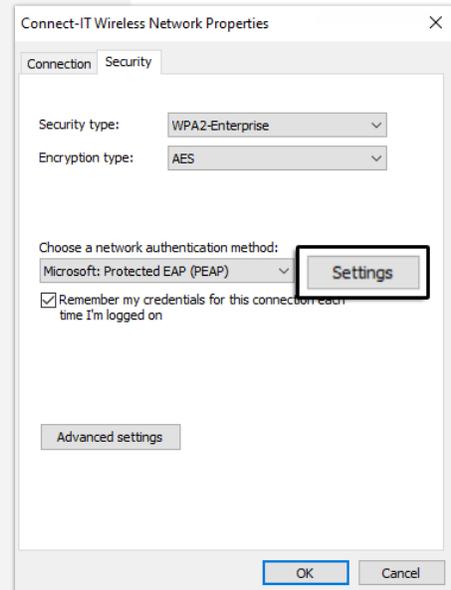
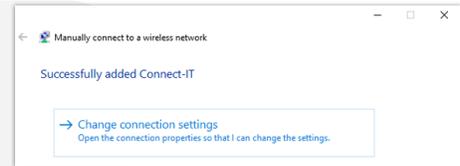
Configuration for Our Wireless Service (Continued)

9. Click **Change connection settings**. This will open the **network properties** window.



If you are unable to select **Change connection settings**, please forget Connect-IT. The instructions can be found on page 34. After, please return to step 1 on page 21.

10. In the **Security** tab, under **Choose a network authentication method** select **Microsoft: Protected EAP (PEAP)**, and then select **Settings**
11. From the **Protected EAP Properties** window, select: **Verify this server's identity by validating the certificate**
12. Select: **Connect to these servers**
13. Enter: ***.uwo.ca**
14. Select the following items if available:
- Thawte Premium Server CA**
 - Thawte Primary Root CA**
15. Under **Select Authentication Method:** Click **Configure**



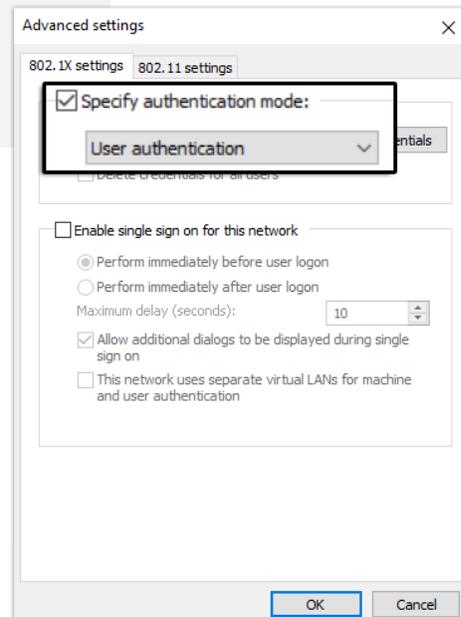
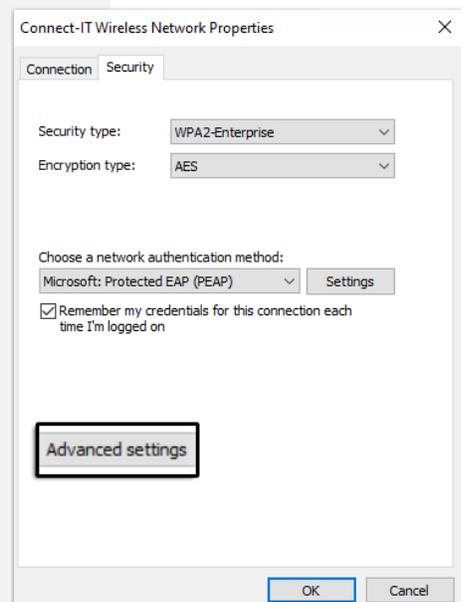
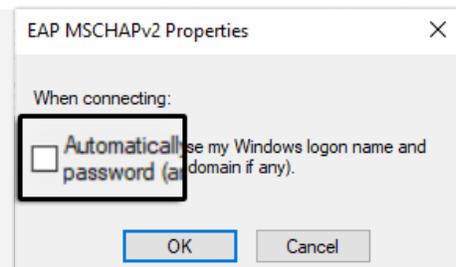
Windows 10 & 11

Configuration for Our Wireless Service (Continued)

- 16.** In the **EAP MSCHAPv2 Properties** window, deselect **Automatically use my Windows logon name and password (and domain if any)**
- 17.** Click **OK** twice to return to **Connect-IT Wireless Network Properties**
- 18.** Click **Advanced settings**
- 19.** Select: **Specify authentication mode** and select **User authentication** from the drop-down menu below
- 20.** Click **OK** twice to return to the **Desktop**

You will now have to enter your credentials.

Please proceed to page 24 for steps to complete this.



Windows 10 & 11

Configuration for Our Wireless Service (Continued)

You must complete the instructions below to finish the configuration and connect to our wireless service.

- 21.** Click on the **network symbol** in the bottom right of the screen and select **Connect-IT**
- 22.** Click **Connect**
- 23.** Enter the following information:

User name: your **@uwo.ca** username (which is the part of your Western email without the @uwo.ca)

iconnect023 @uwo.ca

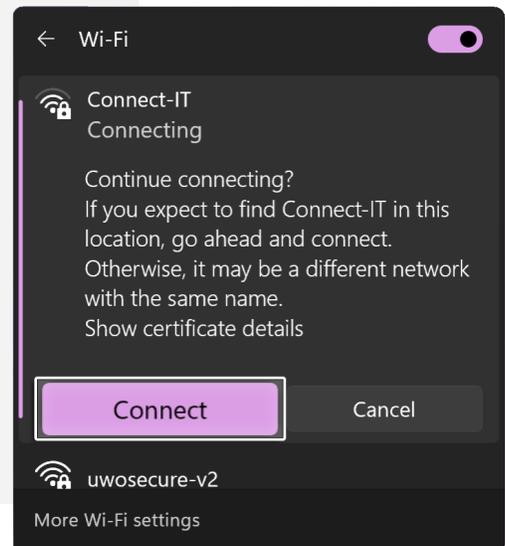
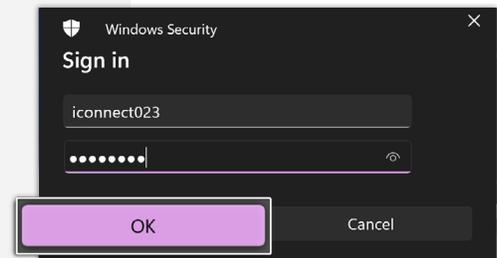
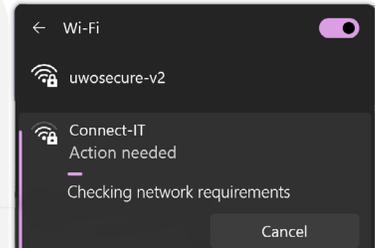
username do not include

Password: your **@uwo.ca** password

- 24.** Click **OK**

You may see a **Windows Security Alert**.
Click **Connect**

If you are unable to join the wireless service, please navigate to **page 34** of this guide for further troubleshooting instructions in the **How to Forget a Wireless Profile** section.



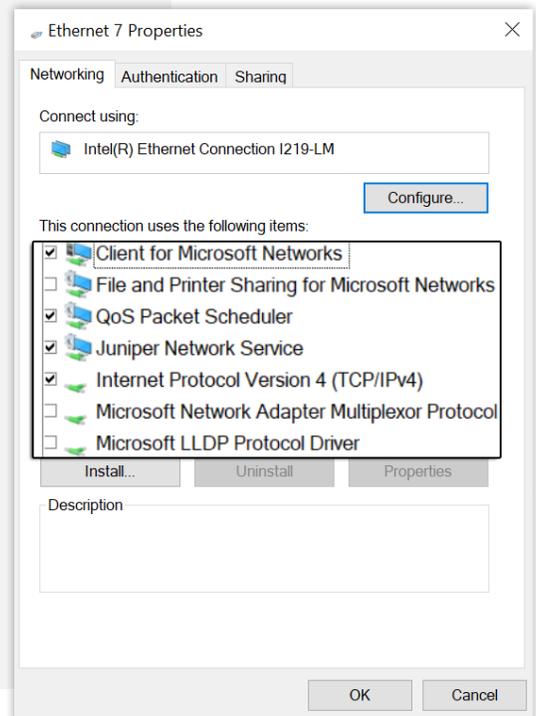
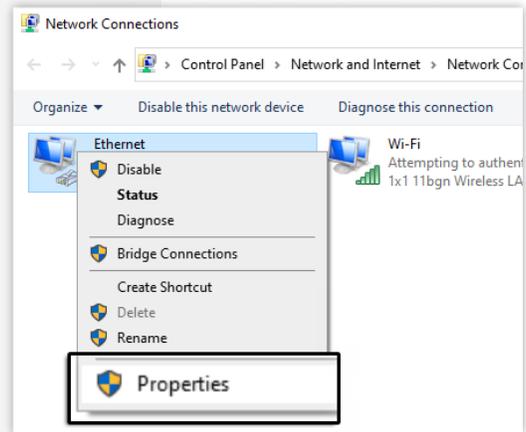
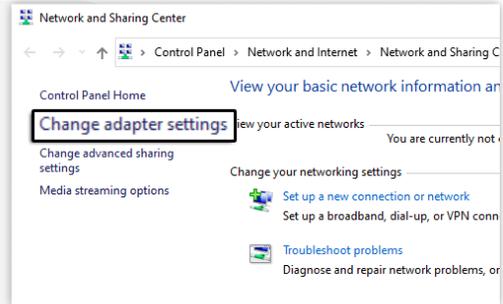
Windows 10 & 11

Configuration for Our Wired Service

1. Press the **start icon** and type **Control Panel**, then hit enter
2. In the new window click **Network and Internet**
3. Select **Network and Sharing Center**
4. Click on **Change Adapter Settings**
5. In the **Network Connections** window, right click on the **Ethernet icon** and choose **Properties**

 If you do not see the Ethernet icon, you may need to install drivers for your network card. If you experience difficulties, please call the Connect-IT Hotline at 519-661-4225.

6. Deselect the following if available:
 - File and Printer Sharing for Microsoft Networks**
 - Microsoft Network Adapter Multiplexor Protocol**
 - Microsoft LLDP Protocol Driver**
 - Link Layer Topology Discovery Mapper I/O Driver**
 - Link Layer Topology Discovery Responder**
 - Internet Protocol Version 6 (TCP/IPv6)**
7. Select **Internet Protocol Version 4 (TCP/IPv4)** in the **Ethernet/Local Area Connection Properties** window and click **Properties**



Windows 10 & 11

Configuration for Our Wired Service (Continued)

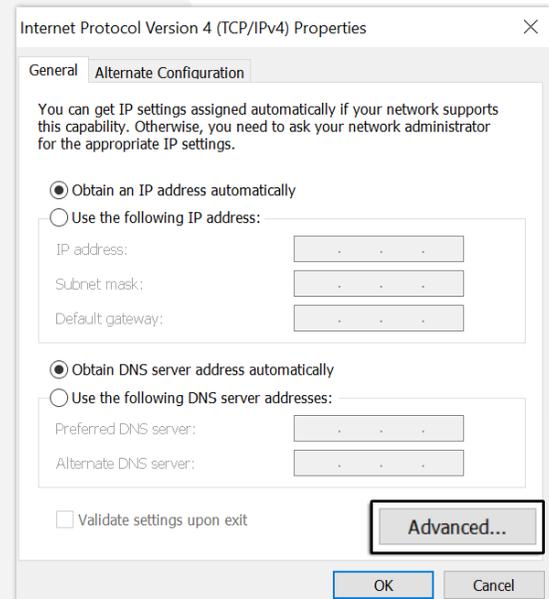
8. In the **General** tab:

Verify that **Obtain an IP address automatically** is selected

Verify that **Obtain DNS server address automatically** is selected

9. Click on the **Advanced** button

10. In the **DNS** tab, deselect **Register this connection's address in DNS**



Internet Protocol Version 4 (TCP/IPv4) Properties

General Alternate Configuration

You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.

Obtain an IP address automatically

Use the following IP address:

IP address:

Subnet mask:

Default gateway:

Obtain DNS server address automatically

Use the following DNS server addresses:

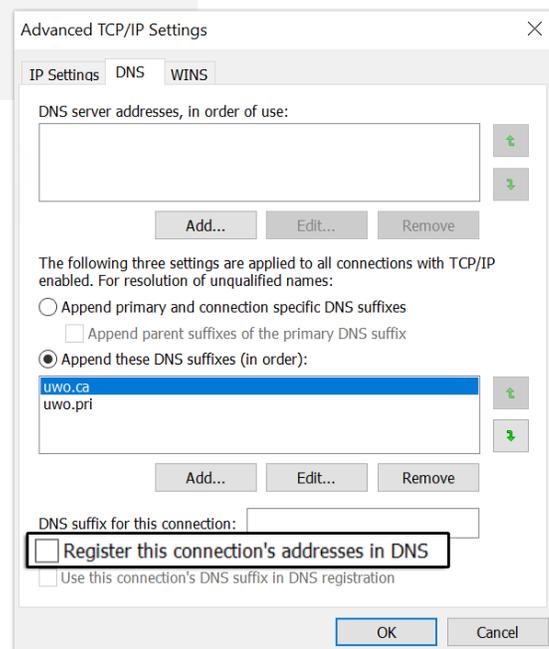
Preferred DNS server:

Alternate DNS server:

Validate settings upon exit

Advanced...

OK Cancel



Advanced TCP/IP Settings

IP Settings DNS WINS

DNS server addresses, in order of use:

The following three settings are applied to all connections with TCP/IP enabled. For resolution of unqualified names:

Append primary and connection specific DNS suffixes

Append parent suffixes of the primary DNS suffix

Append these DNS suffixes (in order):

DNS suffix for this connection:

Register this connection's addresses in DNS

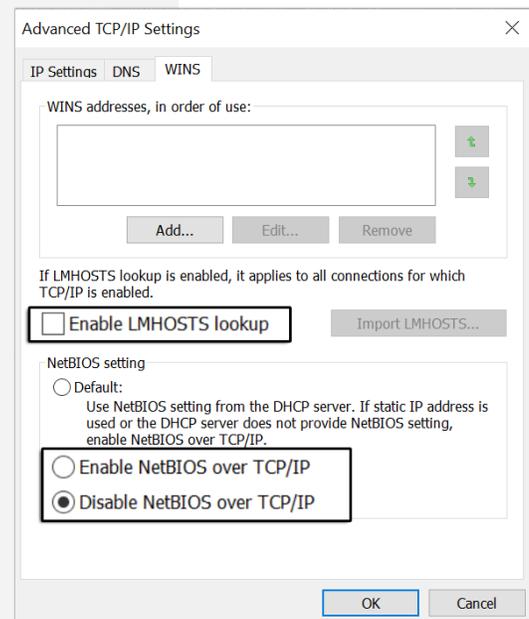
Use this connection's DNS suffix in DNS registration

OK Cancel

Windows 10 & 11

Configuration for Our Wired Service (Continued)

11. In the **WINS** tab:
 - Deselect **Enable LMHOSTS lookup**
 - Select the option **Disable NetBIOS over TCP/IP**
12. Click **OK** to exit the **Advanced TCP/IP Settings** window, then **OK** again
13. Press the **start icon** and type **Control Panel**, then hit enter
14. In the new window click **Network and Internet**
15. Select **Internet Options**
16. In the **Internet Properties** tab, select the **Connections** tab. Ensure **Never dial a connection** is selected. If this is not present, proceed to step 17.



Windows 10 & 11

Configuration for Our Wired Service (Continued)

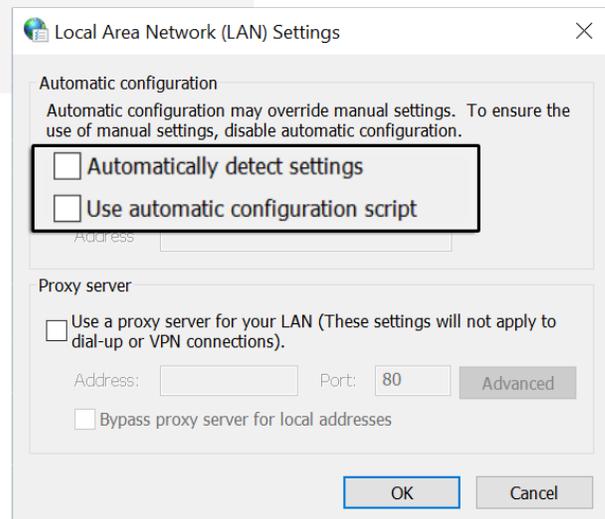
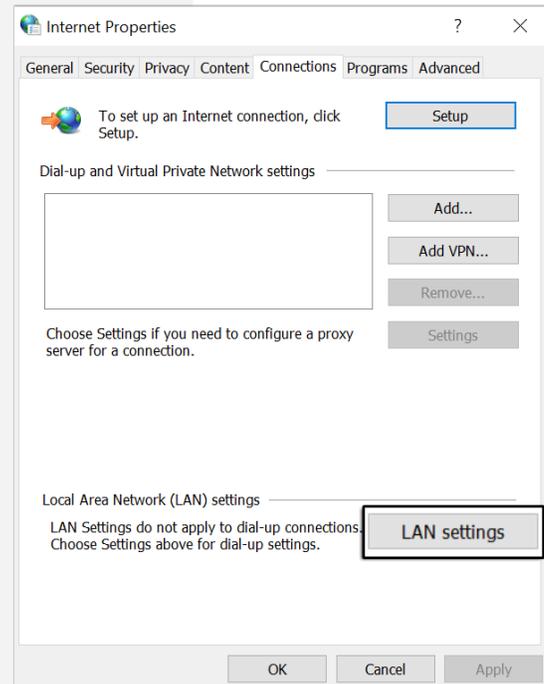
17. Click **LAN settings**

18. Deselect **Automatically detect settings**

Ensure nothing else is selected

19. Click **OK**

Proceed to page 36 to register your computer.



Chrome OS

Configuration for Our Wireless Service

1. At the bottom right of the screen, click on the wireless logo
2. Select **Not Connected**
3. Ensure Wi-Fi is turned **on**
4. At the top right corner of the status window, select **Settings**
5. Under **Network**, select **Add connection**, then **Add Wi-Fi**
6. This will bring up a panel to allow you to fill in this information.
 SSID: **Connect-IT**
 Security: **EAP**
 EAP Method: **PEAP**
 EAP Phase 2 Authentication: **MSCHAPv2**
 Server CA Certificate: **Default**
 Subject Match: leave blank
 Subject Alternative Name Match: leave blank
 Domain Suffix Match: **wireless.uwo.ca**

Identity: your **@uwo.ca** username (which is the part of your Western email without the @uwo.ca)

iconnect023@uwo.ca
 username do not include

Password: your **@uwo.ca** password
 Anonymous Identity: leave blank

7. Turn on **Save Identity and password**
8. Select **Connect**
9. If you are unable to join the wireless service, please navigate to **page 35** of the guide for further troubleshooting instructions in the **How to Forget a Wireless Profile** section.

Chrome OS

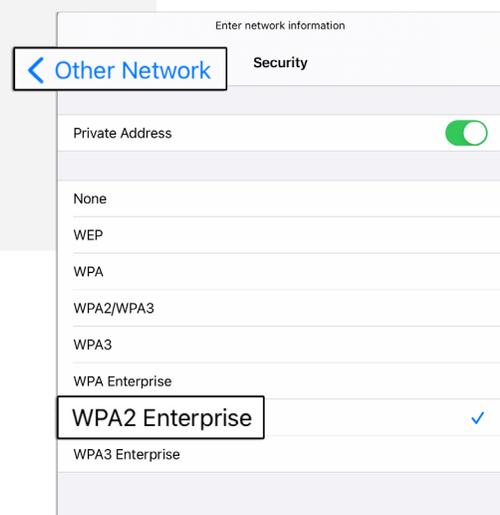
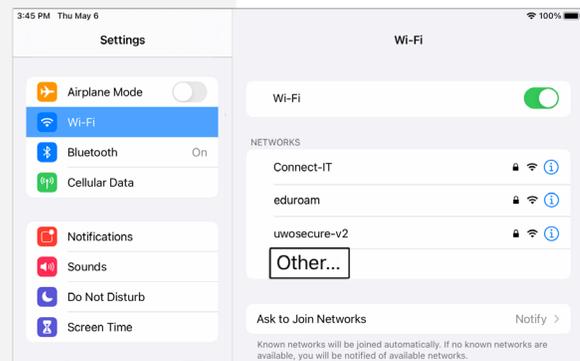
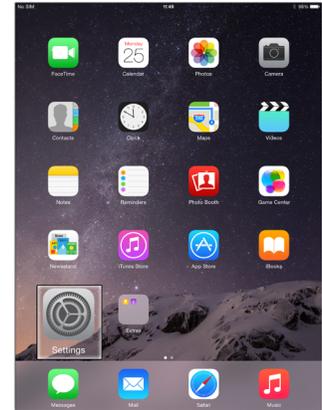
Configuration for Our Wired Service

1. If your Chromebook has an Ethernet port, directly plug your Connect-IT Ethernet cable into the port, and the other end into the Ethernet port in the wall of your room.
 2. If your computer does not have an internal Ethernet port, attach a USB adapter between your Connect-IT Ethernet cable and your device.
 3. Please allow your device about one minute to establish a connection.
 4. After one minute, click on the time at the bottom right of the screen. Your device should say **Connected to Ethernet**.
- Please proceed to page 36 to register your computer.**

iPhone & iPad

Configuration for Our Wireless Service

1. Tap **Settings**
2. Tap **Wi-Fi**
3. Tap **Other...**
4. Tap **Security**
5. Tap **WPA2 Enterprise**
6. Tap **Other Network**



iPhone & iPad

Configuration for Our Wireless Service (Continued)

7. Enter the following by tapping on each line of information:

Network Name: **Connect-IT**
 Security: **WPA2 Enterprise**
 Username: your **@uwo.ca** username (which is the part of your Western email without the @uwo.ca)

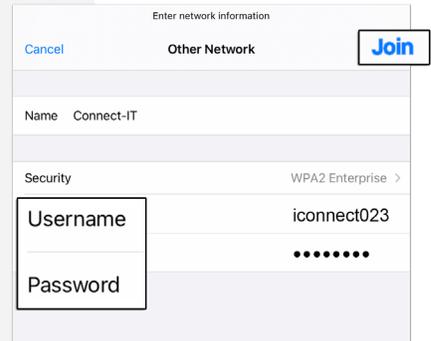
iconnect023@uwo.ca
 username do not include

Password: your **@uwo.ca** password

8. Tap **Join**
9. Tap **Trust**
10. There should now be a check mark next to the **Connect-IT** wireless service. Also, the **Wireless Connection** symbol should appear to the top left or right of your device's screen.

These indicate that your wireless connection should now be active. Please check the connection by opening a browser and connecting to a website.

If you are unable to join the wireless service, please navigate to **page 35** of this guide for further troubleshooting instructions in the **How to Forget a Wireless Profile** section.



Android Phone & Tablet

Configuration for Our Wireless Service

1. Open Settings and navigate to **Connections** (or **Network & Internet**)
2. Navigate to **Wi-Fi** (or **Internet**)
3. Ensure that Wi-Fi is turned **on**
4. Select **Add Network**
5. Fill out the required fields as follows:

Network Name: **Connect-IT**
 Security: **WPA/WPA2-Enterprise** or **WPA2-Enterprise**
 EAP Method: **PEAP**

Continue here for Android 11 & 12:

Identity: your **@uwo.ca** username (which is the part of your Western email without the @uwo.ca)

iconnect023@uwo.ca

username do not include

Password: your **@uwo.ca** password

CA Certificate: **Use system certificates**

Online Certificate Status: **Do not verify** or **Don't Validate**

Domain: **wireless.uwo.ca**

Select **View more** or **Advanced**

Phase 2 Authentication: **MSCHAPV2**

Anonymous Identity: leave blank

IP Settings: **DHCP**

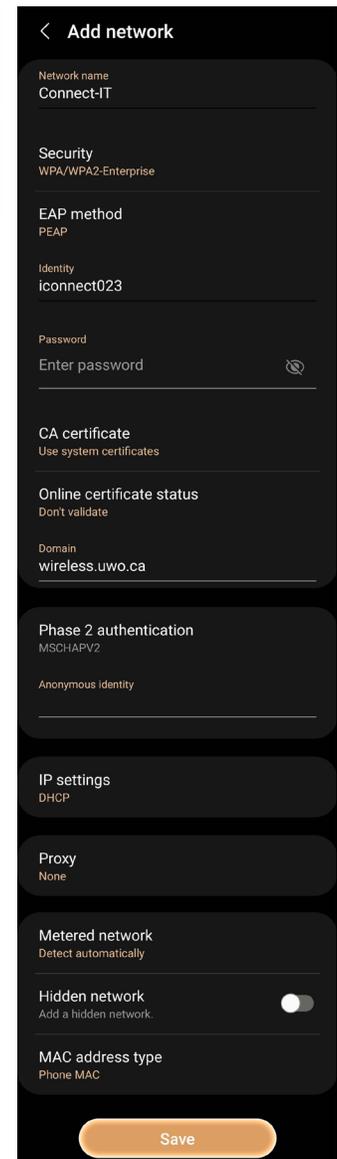
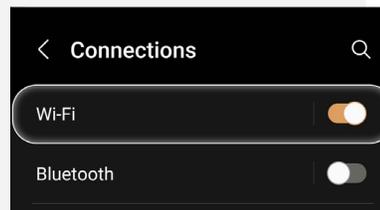
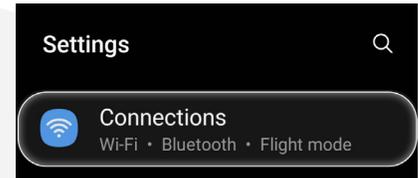
Proxy: **none**

Metered Network: **Detect automatically**

Hidden Network: turned off

Mac address type: **Phone MAC** or **Device MAC**

Please proceed to step 6 on page 33



Android Version 11 & 12

Android Phone & Tablet

Configuration for Our Wireless Service (Continued)

Continue here for Android 13:

Phase 2 Authentication: **MSCHAPV2**

CA Certificate: **Use system certificates**

Online Certificate Status: **Do not verify**

Domain: **wireless.uwo.ca**

Identity: your **@uwo.ca** username (which is the part of your Western email without the @uwo.ca)

iconnect023@uwo.ca

username do not include

Anonymous Identity: leave blank

Password: your **@uwo.ca** password

Select **Advanced Settings**

Hidden network: **No**

Metered: **Detect automatically**

Proxy: **None**

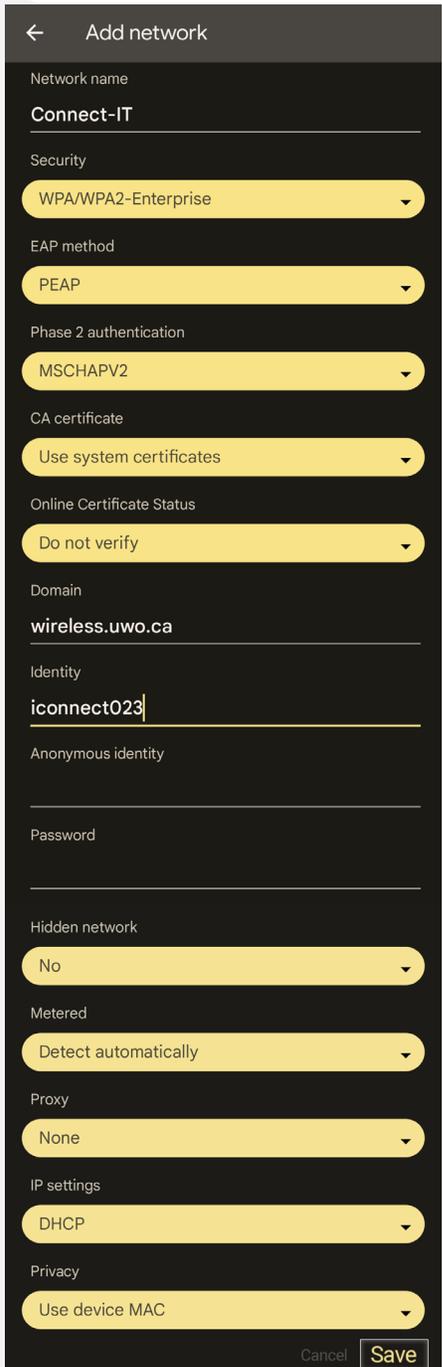
IP Settings: **DHCP**

Privacy: **Use device MAC**

6. Select **Save**

7. You should now be connected to **Connect-IT**. To test your connection, open a web browser and connect to a website.

8. If you are unable to join the wireless service, please navigate to **page 35** of this guide for further troubleshooting instructions in the **How to Forget a Wireless Profile** section.



← Add network

Network name
Connect-IT

Security
WPA/WPA2-Enterprise

EAP method
PEAP

Phase 2 authentication
MSCHAPV2

CA certificate
Use system certificates

Online Certificate Status
Do not verify

Domain
wireless.uwo.ca

Identity
iconnect023

Anonymous identity

Password

Hidden network
No

Metered
Detect automatically

Proxy
None

IP settings
DHCP

Privacy
Use device MAC

Cancel Save

Android Version 13

How to Forget a Wireless Profile

Forgetting and re-adding a wireless profile can be a useful troubleshooting step. If you are unable to connect after following the operating system/device specific instructions on the preceding pages, please forget and re-add **Connect-IT** as a wireless profile by following the instructions below.

macOS:

Follow the instructions below to forget the Connect-IT wireless profile:

1. Click on the **Wireless Symbol** on the top right of your screen
2. Click **Network Preferences** (for macOS 13, click **Wi-Fi Settings** and proceed to step 7).
3. Click **Wi-Fi**
4. Click **Advanced**
5. Click the **Wi-Fi** tab
6. Select **Connect-IT**
7. Click the **minus (-)** button (for macOS 13, click the **three-dot symbol** next to Connect-IT and select **Forget This Network**)
8. Click **OK**

You have now forgotten Connect-IT. Please return to **page 19** and complete the wireless steps from the beginning. If you are still having trouble connecting to the wireless service, please call the Connect-IT Hotline at **519-661-4225**

Windows 10 & 11:

Follow the instructions below to forget the Connect-IT wireless profile:

1. Press the **start icon**, and navigate to **Settings**
2. Select **Network & Internet**
3. Select **Wi-Fi**
4. Select **Manage Known Networks**
5. Navigate to **Connect-IT**, and select **Forget**

You have now forgotten Connect-IT. Please return to **page 21** and complete the wireless steps from the beginning. If you are still having trouble connecting to the wireless service, please call the Connect-IT Hotline at **519-661-4225**

Chrome OS:

Follow the instructions below to forget the Connect-IT wireless profile:

1. Go to **Settings**
2. In the **Network Section**, select **Wi-Fi**
3. Select **Known Networks**
4. Select **Connect-IT**
5. Click **Forget**

You have now forgotten Connect-IT. Please return to **page 29** and complete the wireless steps from the beginning. If you are still having trouble connecting to the wireless service, please call the Connect-IT Hotline at **519-661-4225**

iPhone & iPad:

Follow the instructions below to forget the Connect-IT wireless profile:

1. Go to **Settings**, and then to **Wi-Fi**
2. Navigate to **Connect-IT** and tap the **information icon** on the right-hand side of the screen
3. Select **Forget this Network**

You have now forgotten Connect-IT. Please return to **page 30** and complete the wireless steps from the beginning. If you are still having trouble connecting to the wireless service, please call the Connect-IT Hotline at **519-661-4225**

Android Phone & Tablet:

Follow the instructions below to forget the Connect-IT wireless profile:

For Android 11 & 12:

1. Go to **Settings** and navigate to **Connections**
2. Select **Wi-Fi**
3. Select **Advanced** and then navigate to **Manage Networks**
4. Hold **Connect-IT** and **Forget the Network**

For Android 13:

1. Go to **Settings** and navigate to **Network & Internet**
2. Select **Internet**
3. Scroll to the bottom of the page and select **Saved Networks**
4. Tap **Connect-IT** and select **Forget**

You have now forgotten Connect-IT. Please return to **page 32** and complete the wireless steps from the beginning. If you are still having trouble connecting to the wireless service, please call the Connect-IT Hotline at **519-661-4225**

Register Your Computer

Before you can obtain access to Connect-IT's wired internet service, you must register your computer following the steps below. This procedure requires a web browser (e.g., Google Chrome).

You will also need your @uwo.ca username (which is the part of your Western email without the @uwo.ca) and associated password. If you have forgotten either of these, please click '**Forgot Password?**' on the registration page in order to gain access to your account or call Western Technology Services (WTS) at **519-661-3800** for assistance.

Follow the instructions below to register your computer for Connect-IT's wired internet service:

1. Ensure that your computer is disconnected from any wireless internet services
2. Plug one end of your Ethernet cable into your computer and the other end into the Connect-IT port in your residence room. Be sure not to use a telephone cable (see page 12)
3. Your default browser may launch and automatically redirect to the registration page. If not, type **registerme.uwo.ca** into the address bar and press **Enter**. If the registration page does not appear, then your network configuration may be incorrect. In this case, please contact the Connect-IT Hotline at **519-661-4225**
4. Once you have reached the registration page, please read the instructions carefully
5. Enter your **@uwo.ca** username (which is the part of your Western email without the @uwo.ca) and associated password and click **Log In**

Register your computer on Western University's Campus Network

Please Note

- Only one self-registered device is permitted for each user at one time
- If you require more than one device to be registered, please contact your network administrator for assistance to register additional devices.
- If you are a Connect-IT user, your network administrator can be contacted via the Connect-IT Hotline @

User ID

Password

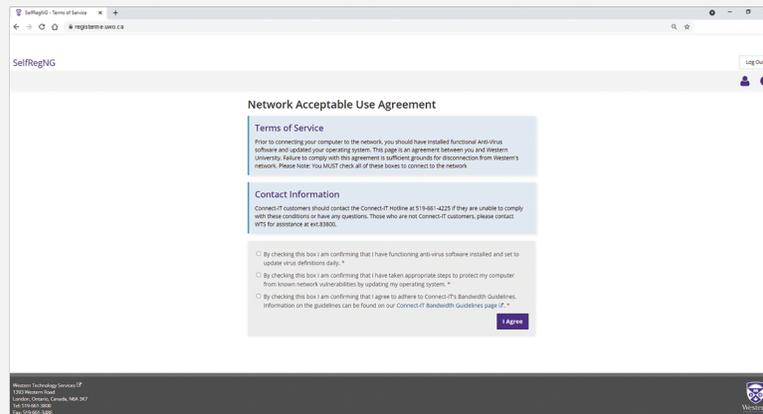
[Forgot Password?](#)

Western Technology Services @
1393 Western Road
London, Ontario, Canada, N6A 3K7
Tel: 519-661-3800
Fax: 519-661-3800

Western

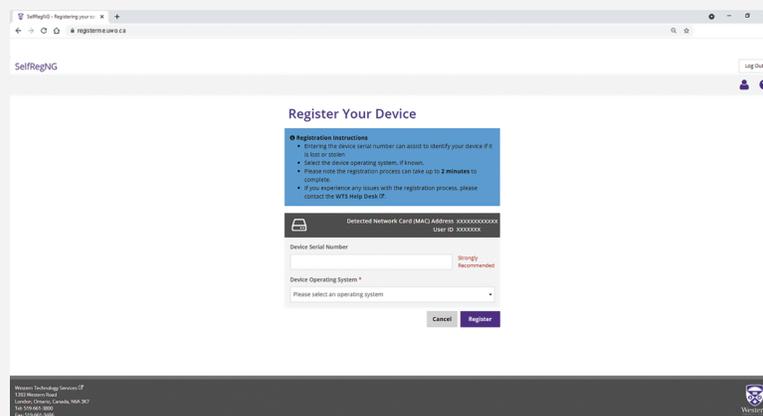
The Network Acceptable Use Agreement page should appear. You must ensure that your computer has up-to-date antivirus software installed and current operating system updates. You must also agree to adhere to Connect-IT's bandwidth guidelines, as specified on the [Connect-IT website](#).

6. Select the check boxes on this page and click **I Agree** if your computer meets the requirements. Users who fail to keep their computer secure may be quarantined from the Connect-IT service without notice



The screenshot shows a web browser window with the URL register.uwo.ca. The page title is "SelfRegNG" and it features a "Log Out" button. The main content is titled "Network Acceptable Use Agreement" and includes two sections: "Terms of Service" and "Contact Information". The "Terms of Service" section states that users must have functional anti-virus software and update their operating system. The "Contact Information" section provides contact details for Connect-IT customers and WTS for assistance. Below these sections are three radio button options for users to confirm they have installed and updated anti-virus software, updated their operating system, and agreed to the bandwidth guidelines. A purple "I Agree" button is located at the bottom right of the form.

7. On the next page of the registration process, enter your computer's serial number. This information is optional but can be used to identify your computer in the case of loss or theft. Choose your operating system from the drop-down menu. Click **Register**



The screenshot shows a web browser window with the URL register.uwo.ca. The page title is "SelfRegNG" and it features a "Log Out" button. The main content is titled "Register Your Device" and includes a "Registration Instructions" section with three bullet points: "Entering the device serial number can assist to identify your device if it is lost or stolen", "Select the device operating system, if known", and "Please note the registration process can take up to 2 minutes to complete". Below the instructions is a "Detected Network Card (MAC) Address" field with the value "XXXXXXXXXX" and a "User ID" field with the value "XXXXXXXX". There is a "Device Serial Number" input field with a "Strongly Recommended" label. Below that is a "Device Operating System" dropdown menu with the text "Please select an operating system". At the bottom are "Cancel" and "Register" buttons.

8. **Restart** your computer
9. Open your web browser and connect to a website

If you experience any difficulties, call the Connect-IT Hotline at **519-661-4225**

To register an additional device for our **wired internet service**, such as a game console or second computer, you will need to complete an **Additional Device Registration Form** which can be found under the **Getting Started** tab on our website at connect-it.uwo.ca

CyberSmart

Cyber Security for the Western Community

By practising good cyber security habits and understanding threats online, you can safeguard your personal information and contribute to a safer digital community at Western!

CyberSmart is your one-stop resource for cyber safety and security information.

Find us online at cybersmart.uwo.ca

Follow us on social media:

Instagram: [@westerncybersmart](https://www.instagram.com/westerncybersmart)

Facebook: [WesternU CyberSmart](https://www.facebook.com/WesternUCyberSmart)

Twitter: [@westernucybsmrt](https://twitter.com/westernucybsmrt)

Passwords

Choosing a strong password is like having a strong defence for your Western accounts. Weak passwords can lead to account theft, potentially compromising other resources within the University. It's important for all students to protect their accounts with secure passwords. Remember to create unique passwords, change them regularly and never share them with others. A strong password is at least 12 characters long but 14 or more is better. Include a combination of uppercase letters, lowercase letters, numbers and symbols.

Phishing

Phishing is a malicious attempt to trick individuals into revealing sensitive information through deceptive emails. Even if an email appears to come from an @uwo.ca address, it may be phishing — occasionally email accounts can be compromised and send out phishing emails. It's important to identify and delete suspicious messages or report them to phishing@uwo.ca. Additionally, practising internet security routines like installing reliable antivirus software, using secure Wi-Fi connections and being cautious about sharing personal information are essential for a safe online experience.

Training:

Western has required Cyber Security Awareness Training for all students, faculty and staff. Maintaining a secure digital community is a shared responsibility. These training modules will educate you on best practices, such as using strong passwords and recognizing phishing attacks. Follow this link to [CyberSmart Training and Awareness training](#).

Help and Support

Need help with your accounts or devices? Contact the WTS Help Desk at **519-661-3800** or submit a service ticket at westernu.atlassian.net/servicedesk/customer/portal/2.

Want to report phishing? Email phishing@uwo.ca



Western Bookstore

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YOUR SOURCE FOR

PURPLE PRIDE

UCC, LOWER LEVEL | BOOKSTORE.UWO.CA



OFFICIAL WESTERN APPAREL & ACCESSORIES



Beats Solo3 Wireless Headphones



Evoluent Vertical Mouse Wireless



Trend Micro Antivirus Software



Microsoft Surface Book 3 13.5" 2-in-1 Laptop

COMPUTERS, PHONES & TECH ACCESSORIES





Contact Us!

Our staff will help you connect

519-661-4225

connect-it@uwo.ca

Visit us online for more information

connect-it.uwo.ca



Turn **off** the wireless on your printer

Wireless signals from your printer degrade wireless service for EVERYONE on your floor.

Help yourself and your floormates by disabling wireless broadcasting on your printer. Our staff can assist you with disabling the wireless. In return, we'll give you a free printer cable! See page 13 for more information on devices with wireless broadcasting.