connect IT

Internet Connection Guide
JOIN THE CONNECT-IT SUPPORT TEAM

WHY WORK WITH US?

Valuable IT job experience
Flexible work schedules
Leadership skills development
On-the-job training

Visit connect-it.uwo.ca for more information
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Welcome

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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 have been 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! 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 at all 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 network 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: Friday–Monday, September 2–5, 2022

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friday</td>
<td>6:00 p.m. to 10:00 p.m.</td>
</tr>
<tr>
<td>Saturday</td>
<td>9:00 a.m. to 9:00 p.m.</td>
</tr>
<tr>
<td>Sunday</td>
<td>9:00 a.m. to 9:00 p.m.</td>
</tr>
<tr>
<td>Monday</td>
<td>9:00 a.m. to 9:00 p.m.</td>
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Orientation Week: Monday–Sunday, September 5–11, 2022

<table>
<thead>
<tr>
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<th>Hours</th>
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<tbody>
<tr>
<td>Monday</td>
<td>9:00 a.m. to 9:00 p.m.</td>
</tr>
<tr>
<td>Tuesday</td>
<td>9:00 a.m. to 6:00 p.m.</td>
</tr>
<tr>
<td>Wednesday</td>
<td>9:00 a.m. to 6:00 p.m.</td>
</tr>
<tr>
<td>Thursday</td>
<td>4:00 p.m. to 10:00 p.m.</td>
</tr>
<tr>
<td>Friday</td>
<td>4:00 p.m. to 7:00 p.m.</td>
</tr>
<tr>
<td>Saturday</td>
<td>1:00 p.m. to 7:00 p.m.</td>
</tr>
<tr>
<td>Sunday</td>
<td>6:00 p.m. to 9:00 p.m.</td>
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Regular Schedule: September 12, 2022–April 10, 2023

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
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<tbody>
<tr>
<td>Sunday</td>
<td>6:00 p.m. to 9:00 p.m.</td>
</tr>
<tr>
<td>Monday</td>
<td>4:00 p.m. to 10:00 p.m.</td>
</tr>
<tr>
<td>Tuesday</td>
<td>4:00 p.m. to 10:00 p.m.</td>
</tr>
<tr>
<td>Wednesday</td>
<td>4:00 p.m. to 10:00 p.m.</td>
</tr>
<tr>
<td>Thursday</td>
<td>4:00 p.m. to 10:00 p.m.</td>
</tr>
<tr>
<td>Friday</td>
<td>2:00 p.m. to 5:00 p.m.</td>
</tr>
<tr>
<td>Saturday</td>
<td>2:00 p.m. to 5:00 p.m.</td>
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</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thanksgiving</td>
<td>October 9–10, 2022</td>
</tr>
<tr>
<td>Fall Reading Week</td>
<td>October 30–November 5, 2022</td>
</tr>
<tr>
<td>Winter Holiday</td>
<td>December 22, 2022–January 7, 2023</td>
</tr>
<tr>
<td>Spring Reading Week</td>
<td>February 18–25, 2023</td>
</tr>
<tr>
<td>Easter</td>
<td>April 7–9, 2023</td>
</tr>
</tbody>
</table>
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 more important conditions contained in the Acceptable Use Policy (AUP) by WTS at: https://cybersmart.uwo.ca/for_it_supportProviders/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 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.
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 network. 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 10.15 (Catalina) to macOS 13 (Ventura)
2. Windows 10 and Windows 11
3. Android Phone & Tablet
4. iPhone & iPad
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.

If you require assistance connecting a computer, tablet, or smart phone not listed above please call the Connect-IT Hotline at 519-661-4225.

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)
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)

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 bedroom) and the Ethernet port in your computer. 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.

Once we have determined that a repair is required you will receive an email from Connect-IT with information about the port repair process. Generally, our process is to place a repair order with WTS. A WTS technician would then visit your room to complete the repair. If you are not home at the time 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 front desk free of charge.
Devices and Wireless Connection

Wireless Routers Not Allowed in Residence

The University’s residences are populated with extremely active users of wireless technology. Wireless routers broadcast interfering signals continuously and represent a security risk to the Connect-IT network. As a result, personal wireless routers are not permitted in residence. If you have more than one wired network 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 network 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 network.

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

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 network connection, network 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 to turn off these features and provide you with a complimentary cable so you can connect to your printer. Not sure your printer has wired capability? Call our hotline 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 menu item at connect-it.uwo.ca.

Please note, many gaming devices from Nintendo, Xbox, and PlayStation will NOT be able to connect to the Connect-IT wireless network. Connect-IT’s secure wireless network 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.

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.

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:
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) which 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 menu item 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

Windows Computers:

1. Click the Start button on the taskbar and type cmd
2. Right click on Command Prompt and select Run as administrator
3. 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.

macOS Computers:

1. Click on the Apple icon on the top left of your screen, then click System Preferences (for macOS 13, click System Settings)
2. Click Network
3. Select Ethernet (or Thunderbolt Ethernet or the name of your USB Ethernet Adapter)
4. Select Advanced
5. Select Hardware

The MAC Address will be displayed on the list.

PlayStation 4 & PlayStation 5:

1. On the main menu, select Settings
2. Select Network
3. Select View Connection Status

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

Xbox One, Xbox Series S & Xbox Series X:

1. Press the Menu button on the controller
2. Select Settings
3. Select Network
4. 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.

Xbox 360:

1. Navigate to the System area of the Xbox Dashboard
2. Select Network Settings
3. Select Edit Settings
4. Select Additional Settings
5. Select Advanced Settings

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

Nintendo Switch:

1. From the home screen, click on the gear at the bottom to enter the Settings menu
2. Select the Internet header in the left navigation bar
3. Select Internet Settings
4. Select Wired Connection

The MAC address will be displayed toward the bottom of this page where it says LAN adapter MAC Address.
## Important Contact Information

### Safety & Emergency Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergencies (Police, Fire, Ambulance)</td>
<td>911</td>
</tr>
<tr>
<td>Campus Safety Inquiries (Non-Emergency)</td>
<td>519.661.3300</td>
</tr>
</tbody>
</table>

### Western University Main Campus

<table>
<thead>
<tr>
<th>Service</th>
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</thead>
<tbody>
<tr>
<td>Housing Office</td>
<td>519.661.3547</td>
</tr>
<tr>
<td>Residence Counselling</td>
<td><a href="mailto:needtotalk@uwo.ca">needtotalk@uwo.ca</a></td>
</tr>
<tr>
<td>Meal Plan Office</td>
<td>519.661.3957</td>
</tr>
<tr>
<td>Office of the Registrar</td>
<td>519.661.2100</td>
</tr>
<tr>
<td>International &amp; Exchange Student Centre</td>
<td><a href="mailto:iesc@uwo.ca">iesc@uwo.ca</a></td>
</tr>
<tr>
<td>Learning Development &amp; Success Team</td>
<td>519.661.2183</td>
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### Huron University College

<table>
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<tr>
<th>Service</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Residence Services</td>
<td>519.438.7224 ext. 397</td>
</tr>
<tr>
<td>Food Services</td>
<td>519.438.7224 ext. 266</td>
</tr>
<tr>
<td>Library and Learning Services</td>
<td>519.438.7224 ext. 213</td>
</tr>
<tr>
<td>Huron Wellness</td>
<td>519.438.7224 ext. 716</td>
</tr>
<tr>
<td>Student Support Services</td>
<td>519.438.7224 ext. 244</td>
</tr>
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### Brescia University College

<table>
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<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clare Hall Residence</td>
<td>519.858.5150</td>
</tr>
<tr>
<td>Office of the Registrar</td>
<td>519.858.5151</td>
</tr>
<tr>
<td>Case Management Services</td>
<td>519.432.8353 ext. 20670</td>
</tr>
</tbody>
</table>
In order to connect to Connect-IT’s primary wired service you may need an external Ethernet adapter such as the Apple USB/Thunderbolt Ethernet Adapter. Connect-IT will have a limited number of USB Ethernet adapters for sale on move-in days, Orientation Week, and throughout the year.
Section 03

Connecting to the Internet

macOS
Windows
Chrome OS
iPhone & iPad
Android Phone & Tablet
How to Forget a Wireless Network
Register Your Computer
macOS  

Configuration for Our Wireless Service

1. Click on the **Wireless Network** 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 for macOS 13):
   your **@uwo.ca** username which is the part of your Western email without the @uwo.ca.

   **icongn023@uwo.ca**

   Password:
   your **@uwo.ca** password.
   If available, ensure Mode is set to Automatic

5. Click **Join** (for macOS 13, click **OK**).

6. You may be asked to verify the certificate. Click **Continue**.

7. If you are unable to join the network, please navigate to page 34 of this guide for further troubleshooting instructions in the **How to Forget a Wireless Network** 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 10.15 (Catalina) to 13 (Ventura).

1. Click on the Apple icon on the top left of your screen, then click System Preferences (for macOS 13, click 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 the Advanced button.

5. Under the TCP/IP tab: Ensure Using DHCP is selected in the Configure IPv4 menu.

6. Under the TCP/IP tab: Ensure Automatically is selected in the Configure IPv6 menu.

7. Under the Proxies tab, uncheck all check boxes.

8. Click OK.

Proceed to page 36 to register your computer.
Windows 10 & 11

Configuration for Our Wireless Service

1. In the desktop interface, right click on the Wireless Icon. Select Open Network & Internet settings. At the bottom of the new window, select Network and Sharing Center and continue with the following steps.

2. Select Set up a new connection or network.

3. Click Manually connect to a wireless network.

4. Click Next.

5. Enter the following information:
   - Network name: Connect-IT
   - Security type: WPA2-Enterprise
   - Encryption Type: AES

   Uncheck Connect even if this network is not broadcasting

6. Click Next.
Windows 10 & 11

Configuration for Our Wireless Service (Continued)

7. 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.

8. In the Security tab, under Choose a network authentication method select Microsoft: Protected EAP (PEAP), and then select Settings.

9. From the Protected EAP Properties window, check mark: Verify this server’s identity by validating the certificate.

10. Check mark: Connect to these servers.

11. Enter: *.uwo.ca

12. Check mark the following items:

   thawte Premium Server CA
   thawte Primary Root CA

Windows 10 & 11

Configuration for Our Wireless Service (Continued)

14. In the EAP MSCHAPv2 window, uncheck Automatically use my Windows logon name and password (and domain if any).

15. Click OK twice to return to Connect-IT Wireless Network Properties.

16. Click Advanced settings.

17. Check mark: Specify authentication mode and select User authentication from the drop-down menu below.

18. 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.

19. Select Connect-IT.

20. Click Connect.

21. 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

22. Click OK.

   You may see a Windows Security Alert. Click Connect.

   You should now be connected to Connect-IT. To test your connection, open a web browser and connect to a website.
Windows 10 & 11
Configuration for Our Wired Service

1. In the desktop interface, right click on the Wireless Icon. Select Open Network & Internet settings. At the bottom of the new window, select Network and Sharing Center and continue with the following steps.

2. Click on Change adapter settings.

3. 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.

4. Uncheck 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)

6. In the **General** tab:
   - Verify that **Obtain an IP address automatically** is selected.
   - Verify that **Obtain DNS server address automatically** is selected.
7. Click on the **Advanced** button.
8. In the **DNS** tab, uncheck **Register this connection’s address in DNS**.
Windows 10 & 11

Configuration for Our Wired Service (Continued)

9. In the **WINS** tab:
   - Uncheck **Enable LMHOSTS lookup**.
   - Select the option **Disable NetBIOS over TCP/IP**.

10. Click **OK** to exit the **Advanced TCP/IP**, then **OK** again.

11. In the desktop interface, right click on the **Wireless Icon**. Select **Open Network & Internet Settings**. At the bottom of the new window, select **Network and Sharing Center** and continue with the following steps.

12. Select **Internet Options**.

13. In the **Internet Properties** tab, select the **Connections** tab. Ensure **Never dial a connection** is selected. If this is not present, proceed to step 14.
Windows 10 & 11

Configuration for Our Wired Service (Continued)

14. Click **LAN settings**.

15. Uncheck **Automatically detect settings**. Ensure nothing else is checked.

16. 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 network 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 network information.
   - 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: leave blank
   - Identity: your @uwo.ca username (which is the part of your Western email without the @uwo.ca)
   - 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 network, please navigate to page 34 of the guide for further troubleshooting instructions in the How to Forget a Wireless Network section.

Chrome OS

Configuration for Our Wired Service

1. If your Chromebook has an Ethernet port, directly plug your blue Connect-IT cable into the port, and the other end into the Ethernet port in the wall of your suite.

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.

5. 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:** leave as WPA2 Enterprise
   - **Username:** your @uwo.ca username (which is the part of your Western email without the @uwo.ca)
   - **Password:** your @uwo.ca password

8. Tap **Join**.

9. Tap **Trust**.

9. There should now be a check mark next to the Connect-IT network. 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.
1. Open Settings and navigate to Connections.

2. Navigate to Wi-Fi, and ensure that Wi-Fi is turned on.

3. Select Connect-IT.

4. Log in using your @uwo.ca username (which is the part of your Western email without the @uwo.ca) and associated password.

You should now be connected. If the connection is unsuccessful or Connect-IT is not listed, please proceed to steps 5 through 8.
5. Select **Add Wi-Fi Network**.

6. Fill out the required fields as follows:

   - **Network SSID**: **Connect-IT**
   - **Security**: **802.1x EAP or WPA2-Enterprise**
   - **EAP Method**: **PEAP**
   - **Phase 2 Authentication**: **MSCHAPV2**
   - **CA Certificate**: do not validate or use system certificates
   - **User Certificate**: unspecified
   - **Domain**: **wireless.uwo.ca (if applicable)**
   - **Identity**: your @uwo.ca username (which is the part of your Western email without the @uwo.ca)

   ![Android Wi-Fi Configuration](image)

   - **Anonymous Identity**: blank
   - **Password**: your @uwo.ca password
   - **IP Settings**: **DHCP (if applicable)**

7. Select **Connect**.

8. Open your web browser and connect to a website.
How to Forget a Wireless Network

Forgetting and re-adding a wireless network 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 network by following the instructions below.

macOS:

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

1. Click on the Wireless Network Symbol on the top right of your screen
2. Click Network Preferences (for macOS 13, click Wi-Fi-Settings and proceed to step 6).
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, the steps are now complete)
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 network, please call the Connect-IT Hotline at 519-661-4225.

Windows 10 & 11:

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

1. Click on the Network Icon in the lower, right-hand corner of your screen
2. Select Network & Internet Settings
3. Select Wi-Fi
4. Under Manage Known Networks
5. Select Connect-IT, then 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 network, please call the Connect-IT Hotline at 519-661-4225.
Chrome OS:

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

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 network, please call the Connect-IT Hotline at 519-661-4225.

iPhone & iPad:

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

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 network, please call the Connect-IT Hotline at 519-661-4225.

Android Phone & Tablet:

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

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

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 network, 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 network.

2. Plug one end of your Ethernet cable into your computer and the other end into the Connect-IT port in your residence bedroom. Be sure not to use a telephone cable (see page 12).

3. Your default browser will 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.

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. Check 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 network without notice.

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.

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.
Call 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.