



# 2020 - 2021 Handbook

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# Chapter 1:

## What You Need to Know



# Welcome to RezNet!

RezNet welcomes you to campus and thanks you for being a part of our service. RezNet is Western's preferred Internet Service Provider for Western University, Huron University College, and Brescia University College residences. We are managed by the Division of Housing and Ancillary Services in collaboration with Western Technology Services (WTS). The primary purpose of the RezNet service is to support the academic mission of the University by providing convenient access to online academic resources.

## RezNet's Support Philosophy

RezNet's support philosophy is "students helping students," which is why the RezNet team is primarily composed of fellow university students. Each member of the team is friendly, approachable, and has been trained to troubleshoot a wide range of computer and networking related issues. There are no charges associated with Hotline and alternative services provided by RezNet staff.

If you have customer service experience and want to learn some new technical skills, join the RezNet Team! For more information see the inside back cover of this handbook.

## 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 connection instead.

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

- Ensure your device(s) are configured properly for RezNet's wireless service by following the instructions in Chapter 2
- Eliminate other sources of wireless interference by turning off competing wireless devices in your room or suite.
  - Competing devices include: wireless printers, routers, wireless game controllers, Bluetooth devices, wireless speakers, wireless headsets, etc.
- Speak with your neighbours about turning off devices that interfere with your connection, especially their wireless printers.
- Call the RezNet Hotline at 519-661-4225! We would be happy to troubleshoot your wireless connection.

## A Note About Smart Home Products

Western's RezNet provides a secure wireless network that supports WPA2/Enterprise encryption. Many home networking devices such as Google Home, Amazon Dot + Echo and Chromecast do not support this secure wireless standard and will be unable to connect directly to the WesternRezNet wireless network.

# The RezNet Hotline

If you are experiencing problems connecting to RezNet and are unable to find a solution in this handbook, please call the RezNet Hotline. The RezNet Hotline is staffed by students who provide internet support throughout the year. If a phone call to the RezNet Hotline does not solve your problem, alternative troubleshooting from our staff members may be required.

The RezNet Hotline phone number is:

## 519-661-4225

### Move-in Days - Thursday, September 3<sup>rd</sup> to Monday, September 7<sup>th</sup>

Thursday	9:00 am to 9:00 pm
Friday	9:00 am to 9:00 pm
Saturday	9:00 am to 9:00 pm
Sunday	9:00 am to 9:00 pm
Monday	9:00 am to 9:00 pm

### Orientation Week - Tuesday, September 8<sup>th</sup> to Friday, September 11<sup>th</sup>

Tuesday	9:00 am to 9:00 pm
Wednesday	9:00 am to 4:00 pm
Thursday	9:00 am to 4:00 pm
Friday	9:00 am to 4:00 pm

### Sunday, September 13<sup>th</sup>, 2020 to Wednesday, April 7<sup>th</sup>, 2021

Sunday	6:00 pm to 9:00 pm
Monday to Thursday	4:00 pm to 10:00 pm
Friday	2:00 pm to 5:00 pm
Saturday	Closed

**We are open during exam periods, please refer to the RezNet website ([reznet.uwo.ca](http://reznet.uwo.ca)) for exact Hotline hours of operation.**

## Hotline Closures

The RezNet Hotline will be closed during the following holidays:

<b>Thanksgiving:</b>	October 11th, 2020 & October 12th, 2020
<b>Fall Reading Week:</b>	November 1st, 2020 to November 7th, 2020
<b>Winter Holiday:</b>	December 22nd, 2020 to January 2nd, 2021
<b>Spring Reading Week:</b>	February 13th, 2021 to February 19th, 2021
<b>Easter:</b>	April 2nd, 2021 to April 5th, 2021

# RezNet Conditions of Use

As a condition of the activation of the RezNet service, RezNet subscribers are required to adhere to Western's Computing, Technology, & Information Resources policy. As well, RezNet subscribers are responsible for all network traffic originating from their port and/or computer, including user activity, regardless of:

- a. Whether or not the subscriber generates it,
- b. Whether or not the subscriber knows what they are doing,
- c. Whether or not the subscriber realized that they have violated any specific policies.

RezNet subscribers will not use computing resources, including electronic mail, web servers, and/or social media to send harassing, obscene, or fraudulent messages. RezNet subscribers will observe all University policies and procedures regarding computing resources, including service terms established by the Division of Housing and Ancillary Services. Western's Computing, Technology, & Information Resources policy must be reviewed and signed prior to obtaining access to University computing resources, including RezNet.

Western's Computing, Technology, & Information Resources policy can be found at:  
**[www.uwo.ca/univsec/pdf/policies\\_procedures/section1/mapp113.pdf](http://www.uwo.ca/univsec/pdf/policies_procedures/section1/mapp113.pdf)**

*The use of Western's computing resources is a privilege, available if you honour the requirements and obligations set out in the Western's Computing, Technology, & Information Resources policy. Violators of these policies are subject to the full range of University 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.*

## Copyright Law & File Sharing

It is expected that users of Western network services (including RezNet) 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 practice 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:

- a) Western University has not given your identity to the complainant and as such they very likely do not know who you are.
- b) 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.
- c) 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: **[laws-lois.justice.gc.ca/eng/acts/C-42/](http://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 University disciplinary procedures. Sanctions can include the temporary or permanent loss of RezNet access privileges, termination of your residence contract, and expulsion from the University.

# Turn off the Wireless on Your Printer!

University Residences are densely populated buildings with the most prolific users of wireless technology imaginable. Wireless printers, although used for only a few minutes each week, broadcast their interfering signals 24 hours a day, 7 days a 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.

RezNet staff are more than happy to help you turn off these features. We thank you in advance for your cooperation in order to improve wireless service in residence.

## Wireless Routers - Please Don't Use Them!

Similar to wireless printers, wireless routers broadcast their interfering signals continuously. Please do not plug a router into the RezNet port in your room. If you have more than one wired network device you would like to use, please give RezNet a call. We can solve your connection issue without the expense or security concerns associated with router use. Avoiding router use will also ensure you are not interfering with the quality of internet service to yourself and your neighbours.

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

## Additional Device Registration (Wired)

You may have additional wired network devices which you wish to use with RezNet such as a second computer, or game console. In order to register this additional device you will be required to provide the MAC Address (also known as Physical Address) of the computer or console. See the section "Finding Your Mac Address" on page 8 for instructions on how to find the MAC address for your device(s). Once you have your MAC address, you can fill out the **Additional Device Registration** form under the **Getting Started** menu item at [reznet.uwo.ca](http://reznet.uwo.ca).

**Please register a primary computer before registering an additional device.**

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

## Game Consoles & Online Gaming

RezNet provides a secure wireless network that supports WPA2/Enterprise encryption which requires both a username and password. Many handheld gaming devices such as The Nintendo 3DS, The Nintendo Switch, or the Sony PSP do not support this secure wireless standard and will be unable to connect directly to the WesternRezNet wireless network. Most game consoles will work on RezNet's wired service. In order to register this additional device you will be required to provide the MAC Address (also known as Physical Address) of the computer or console. See the section "Finding Your Mac Address" on page 8 for instructions on how to find the MAC address for your device(s). Once you have your MAC address, you can fill out the **Additional Device Registration** form under the **Getting Started** menu item at [reznet.uwo.ca](http://reznet.uwo.ca).

We wish to maintain a high level of satisfaction with online gaming whenever possible. If you are experiencing online gaming latency, please email [reznet.gaming@uwo.ca](mailto:reznet.gaming@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 RezNet, please contact the RezNet Hotline at **519-661-4225**.

# Finding 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**.

## Mac Computers:

1. Select **System Preferences** from the Apple menu
2. Select **Network**
3. Select **Ethernet** (or **Thunderbolt Ethernet** or **USB Ethernet**)
4. Select **Advanced**
5. Select **Hardware**

The MAC Address will be displayed on the list.

## PlayStation 4:

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)**.

## PlayStation 3:

1. In **Network Settings**, go to **Internet Connection Settings** and select **Custom** setup
2. Select **Wired Connection**
3. For Operation Mode of Network Device, select **Auto-detect**
4. For IP Address Setting, select **Automatic**
5. For Set DHCP Host Name, select **Do Not Set**
6. For DNS Setting, Select **Automatic**
7. For MTU, select **Automatic**
8. For Proxy Server, select **Do Not Use**
9. Disable **UPnP**
10. Press **X** to save your settings
11. When asked to test connection, Press **O** to return to the Network Settings Menu
12. In Network Settings, go to **Settings and Connection Status List**

The MAC address will be displayed on the list.

## Xbox One:

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

The MAC Address will be displayed on the right hand side of the screen 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**.



To register an additional wired device (e.g. a PS4, Xbox One, or a second computer) for **RezNet's Wired service**, you will need to send in an **Additional Device Registration** form which can be found under the **Getting Started** menu item on our website at [reznet.uwo.ca](http://reznet.uwo.ca).

# Western Technology Services

The Western Technology Services (WTS) Help Desk is an excellent resource for students. The Help Desk offers malware and virus removal for personal student computers. If you suspect your computer is infected with malware or viruses, you can bring it to the WTS Help Desk located on the first floor of the Support Services building. If you are visiting the WTS Help Desk you must stay with your computer for your entire visit. WTS is not able to take your computer to work on and have you return later.

For more information, you can reach the WTS Help Desk by phone at **519-661-3800** or online at [wts.uwo.ca](http://wts.uwo.ca).



# Chapter 2:

## Connecting to RezNet



# Two Ways to Connect

RezNet subscribers have two ways to connect to the internet in residence. Subscribers can connect their laptops, game consoles, and other wired devices to our wired network. Other devices such as smart phones and tablets can only connect to our additional wireless network. Please note that routers are prohibited. The following items are the requirements for connecting to either of our services.

## What Do I Need? A Computer, Tablet, and/or Smart Phone.

Nearly any computer, tablet, or smart phone can connect to **RezNet's wireless and/or wired service!** RezNet provides full technical support for popular operating systems and devices such as:

- (a) macOS 10.13 (High Sierra) to macOS 10.15 (Catalina)
- (b) Windows 8 & 10
- (c) Android Phones & Tablets
- (e) iPhones & iPads

Distributions of the Linux operating system are not supported by RezNet staff. However, machines running the Linux operating system will normally be able to connect to RezNet's services. Please note that most other smart phones and tablets can connect to RezNet's wireless service, however RezNet 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 RezNet Hotline at **519-661-4225**.

## Device Specific Requirements

In order to connect to **RezNet's wireless service (WesternRezNet)**, your computer, tablet, or smart phone must have:

- (a) All operating system critical updates
- (b) Up-to-date anti-virus software configured to update automatically on a daily basis
- (c) A wireless network adapter capable of supporting G and/or N network(s)
- (d) Your Western username and password (these are the same credentials used for the Student Center)

In order to connect to **RezNet's wired service**, your computer must have:

- (a) All operating system critical updates
- (b) Up-to-date anti-virus software configured to update automatically on a daily basis
- (c) An Ethernet port or external Ethernet adapter
- (d) An Ethernet cable (also known as a network cable)

**To get started please refer to instructions for your device on the following pages.**

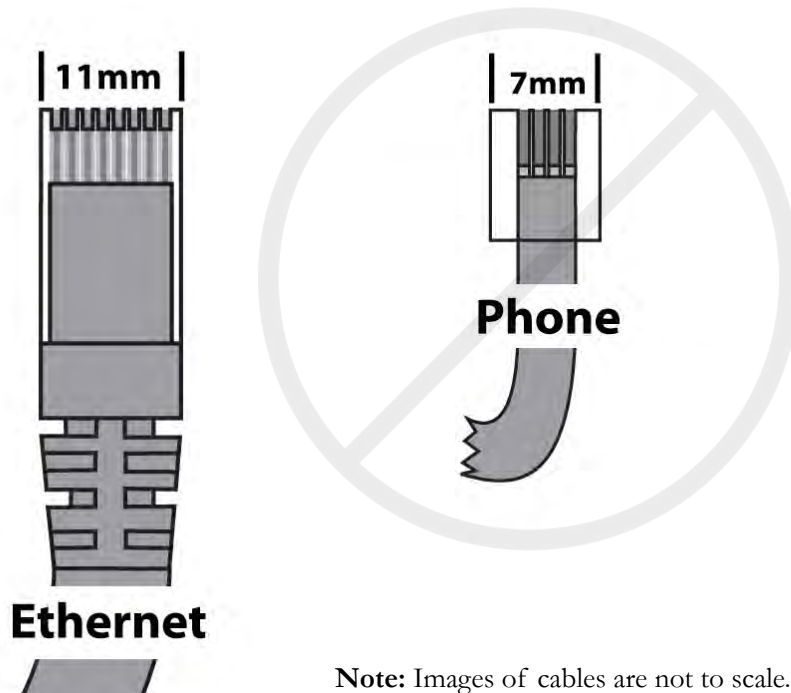
# Wired: Check Your Physical Settings!

## Port

To connect to **RezNet's wired service**, you must connect your Ethernet cable to the RezNet port (located on the wall of your residence room) and the Ethernet port in your computer. **If your RezNet port has been physically damaged, please call the RezNet Hotline and a staff member will arrange to assess the damage.** Once port damage is assessed, we will dispatch a repair technician to your room.

## Cable

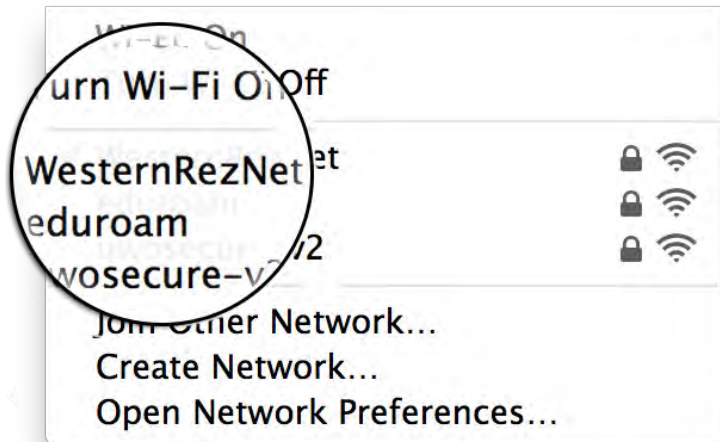
Ensure that your cable is an Ethernet cable. A telephone cable will not allow you to connect to RezNet. It is also important that there are no noticeable breaks in the cable. If you have an Ethernet cable that is longer than needed, be sure to wrap the cable with a twist tie to avoid any safety hazards. **Forgot your Ethernet cable at home? Give the RezNet Hotline a call! We will provide you with one.**



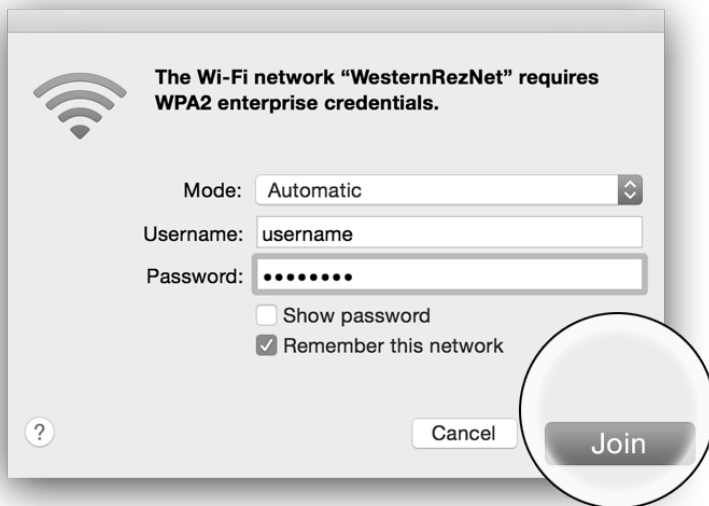
In order to connect to RezNet's wired service your device must have an Ethernet port. Many popular laptops do not have an Ethernet port, so you may require an adapter to connect. If you are unsure whether your device has an Ethernet port, please call the RezNet Hotline at **519-661-4225**.

# macOS

## Version 10.13 and above Configuration for Our Wireless Service



- a) Click on the **Wireless Network** symbol on the top right of your screen
- b) Click **Turn Wi-Fi On**
- c) Click on **WesternRezNet**



- d) In the new window enter the following:  
Username: your **Western** username  
Password: your **Western** password
- e) Click **Join**



- f) You may be asked to verify the certificate. Click **Continue**
- g) If you are unable to join the network, please navigate to page 29 of the handbook 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 RezNet with OS versions 10.13 (High Sierra) to 10.15 (Catalina).



In order to connect to RezNet's primary wired service you may need a external Ethernet adapter such as the Apple USB/Thunderbolt Ethernet Adapter. RezNet will have a limited number of USB Ethernet adapters for sale on Move-in Days and Orientation Week.



- a) From the Apple Menu or the dock, select **System Preferences** and click the **Network** icon



- b) Select **Location: Automatic** from the menu

- c) Ensure **Ethernet** is selected from the list on the left

- d) Click the **Advanced** button

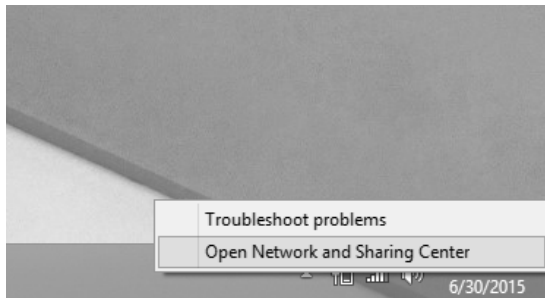


- e) Under the **TCP/IP** tab: Ensure **Using DHCP** is selected in the Configure IPv4 menu
- f) Under the **TCP/IP** tab: Ensure **Automatically** is selected in the **Configure IPv6** menu
- g) Under the **Proxies** tab, **uncheck** all check boxes.
- h) Click **OK**.

Proceed to page 23 to  
register your computer.

# Windows 8 & 10

## Configuration for Our Wireless Service

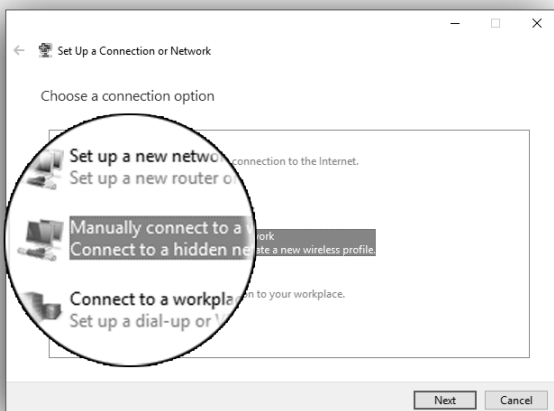


- a) In the desktop interface, right click on the **Wireless Icon** and select **Open Network and Sharing Center**

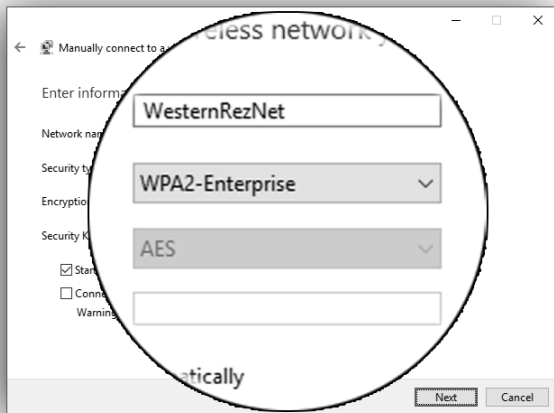
**Note For Windows 10:** Select **Network & Internet Settings**. At the bottom of the new window, select **Network and Sharing Center** and continue with the following steps.



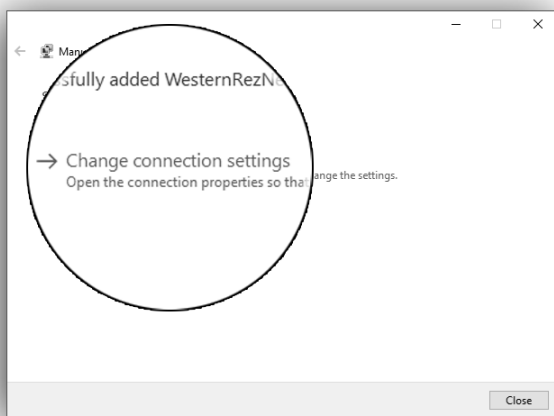
- b) Select **Set up a connection or network**



- c) Click **Manually connect to a wireless network**  
d) Click **Next**



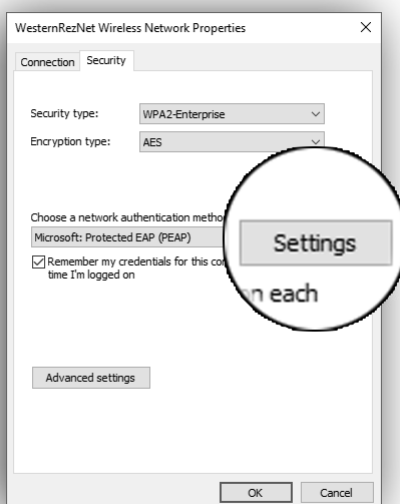
- e) Enter the following information:
- Network name: **WesternRezNet**
- Security type: **WPA2-Enterprise**
- Encryption Type: **AES**
- f) Click **Next**



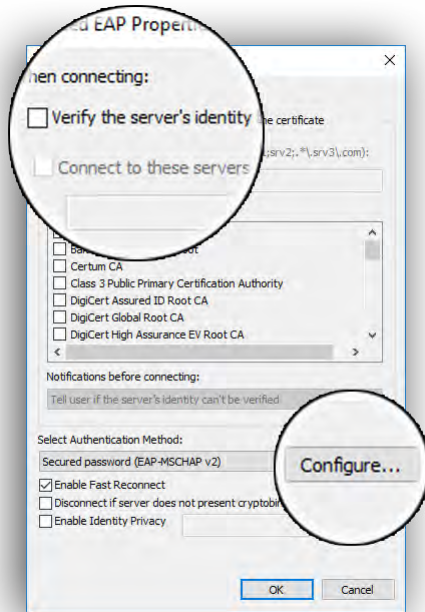
- g) Click **Change connection settings**. This will open the network properties window.



If you are unable to select **Change connection settings**, please forget **WesternRezNet**. The instructions can be found on pages 29. After, please return to step a) on page 16.



- h) In the **Security** tab, under **Choose a network authentication method**, select **Settings**



i) From the **Protected EAP Properties'** window, check mark: **Verify this server's identity by validating the certificate**

j) Check mark: **Connect to these servers**

k) Enter: **\*.uwo.ca**

l) Check mark the following items:

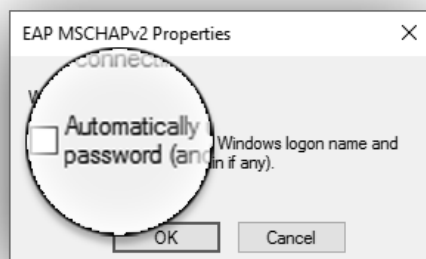
**Thawte Premium Server CA**

**Thawte Premium Server CA**

**Thawte Primary Root CA**

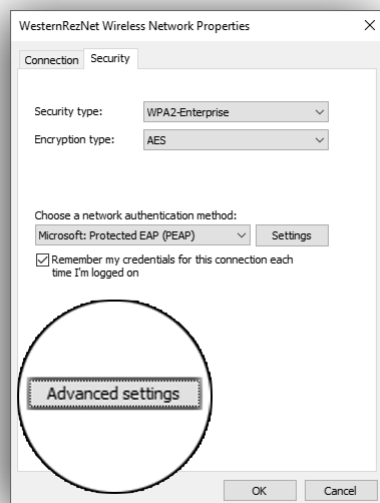
m) Under **Select Authentication Method:**

Click **Configure**

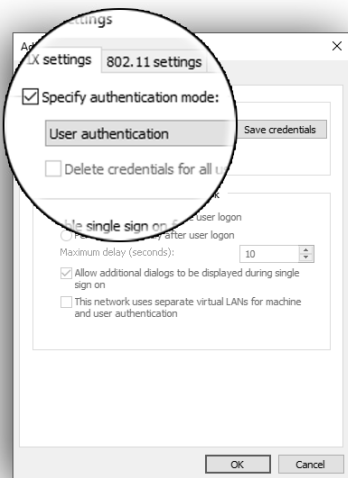


n) In the **EAP MSCHAPv2** window, uncheck **Automatically use my windows logon name and password (and domain if any).**

o) Click **OK** twice to return to **WesternRezNet Wireless Network Properties**



p) Click **Advanced Settings**



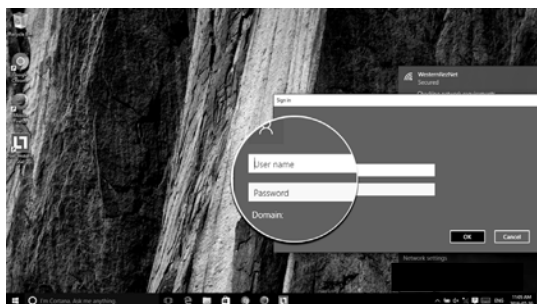
- q) Check mark: **Specify Authentication mode** and select **User authentication** from the drop-down menu below.
- r) Click **OK** twice to return to the **Desktop**.

You will now have to enter your credentials.

**!** Please refer to the left hand side of this page for images of the Windows 10 and 8 login screens.

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

## Windows 10



Please use the following steps for Windows 8 & 10.

- s) Select **WesternRezNet**
- t) Click **Connect**
- u) Enter the following information:

User name: your **Western** username

Password: your **Western** password

- v) Click **OK**

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

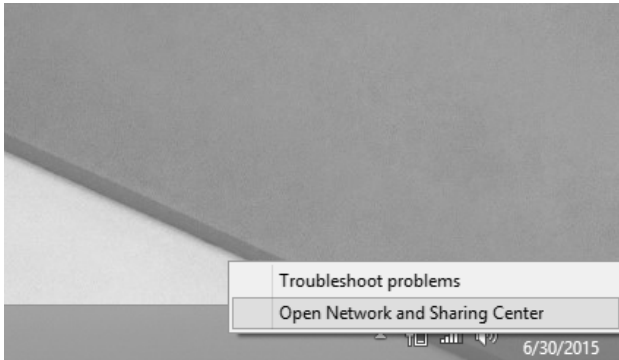
## Windows 8



You should now be connected to WesternRezNet. To test your connection, open a web browser and connect to a website.

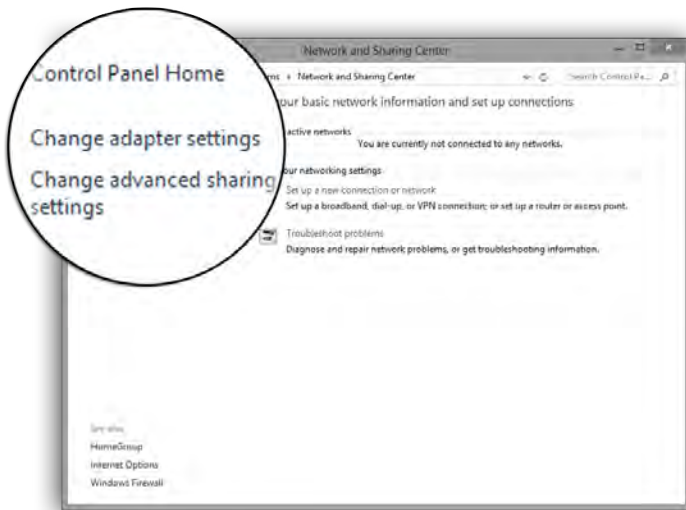
# Windows 8 & 10

## Configuration for Our Wired Service

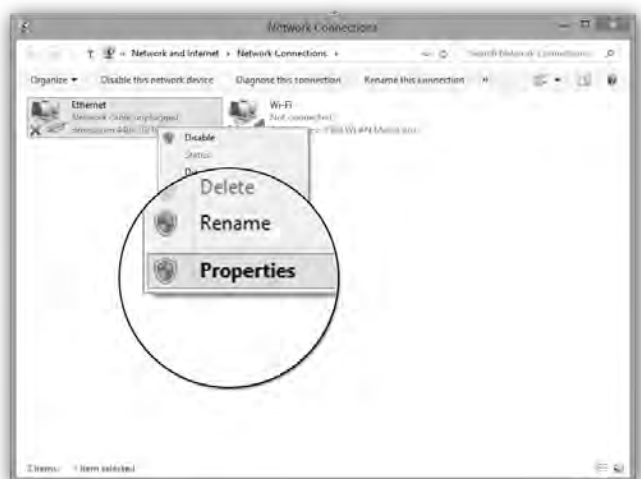


- a) In the desktop interface, right click on the **Wireless Icon** and select **Network and Sharing Center**

**Note For Windows 10:** Select **Network & Internet Settings**. At the bottom of the new window, select **Network and Sharing Center** and continue with the following steps.



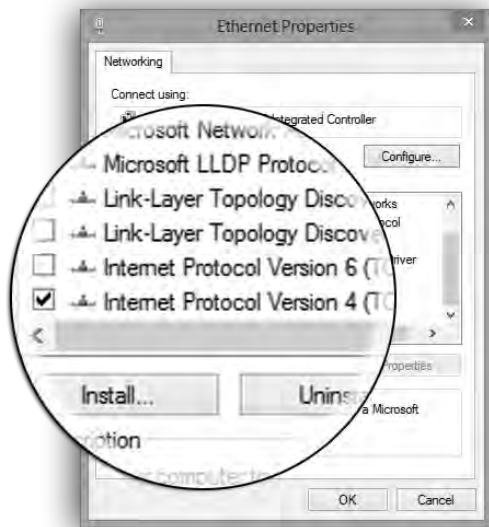
- b) Click on **Change Adapter Settings**



- c) 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 RezNet Hotline at 519-661-4225.



d) Uncheck the following:

**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)**

e) Select **Internet Protocol Version 4 (TCP/IPv4)** in the Ethernet/Local Area Connection Properties window and click **Properties**

f) In the **General** tab:

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

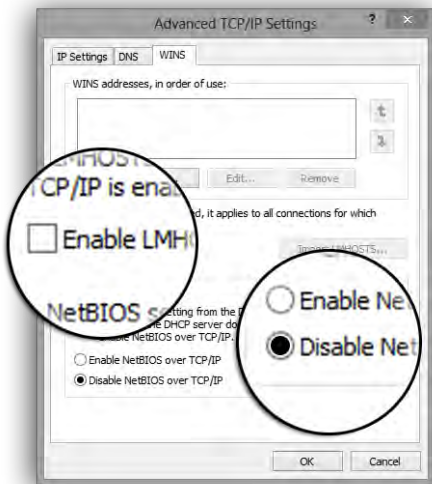
Verify that **Obtain DNS server address automatically** is selected

g) Click on the **Advanced** button

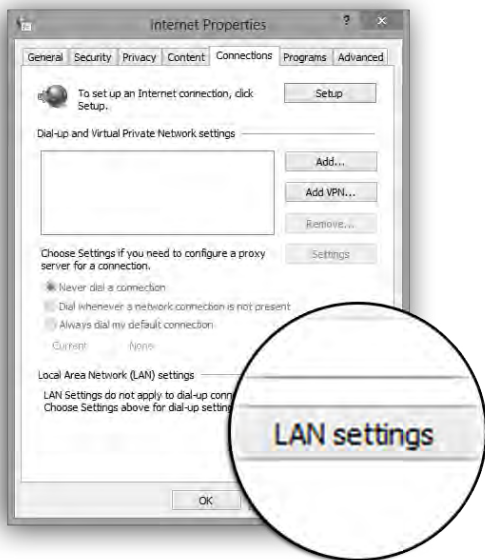


h) In the **DNS** tab, uncheck **Register this connection's address in DNS**

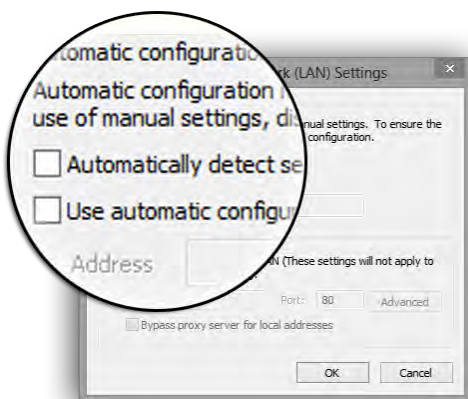




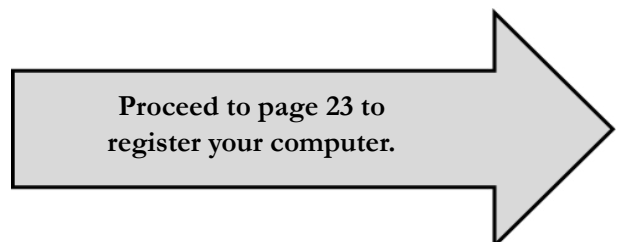
- i) In the **WINS** tab:  
 Uncheck **Enable LMHOSTs Lookup**  
 Select the option **Disable NetBIOS over TCP/IP**
- j) Click **OK** to exit the **Advanced TCP/IP**, then **OK** again



- k) Navigate to **Network and Sharing Center**
- l) Select **Internet Options**
- m) In the Internet Properties Tab, select the **Connections** tab. Ensure **Never dial a connection** is selected. If this is not present, proceed to step n)
- n) Click **LAN settings**



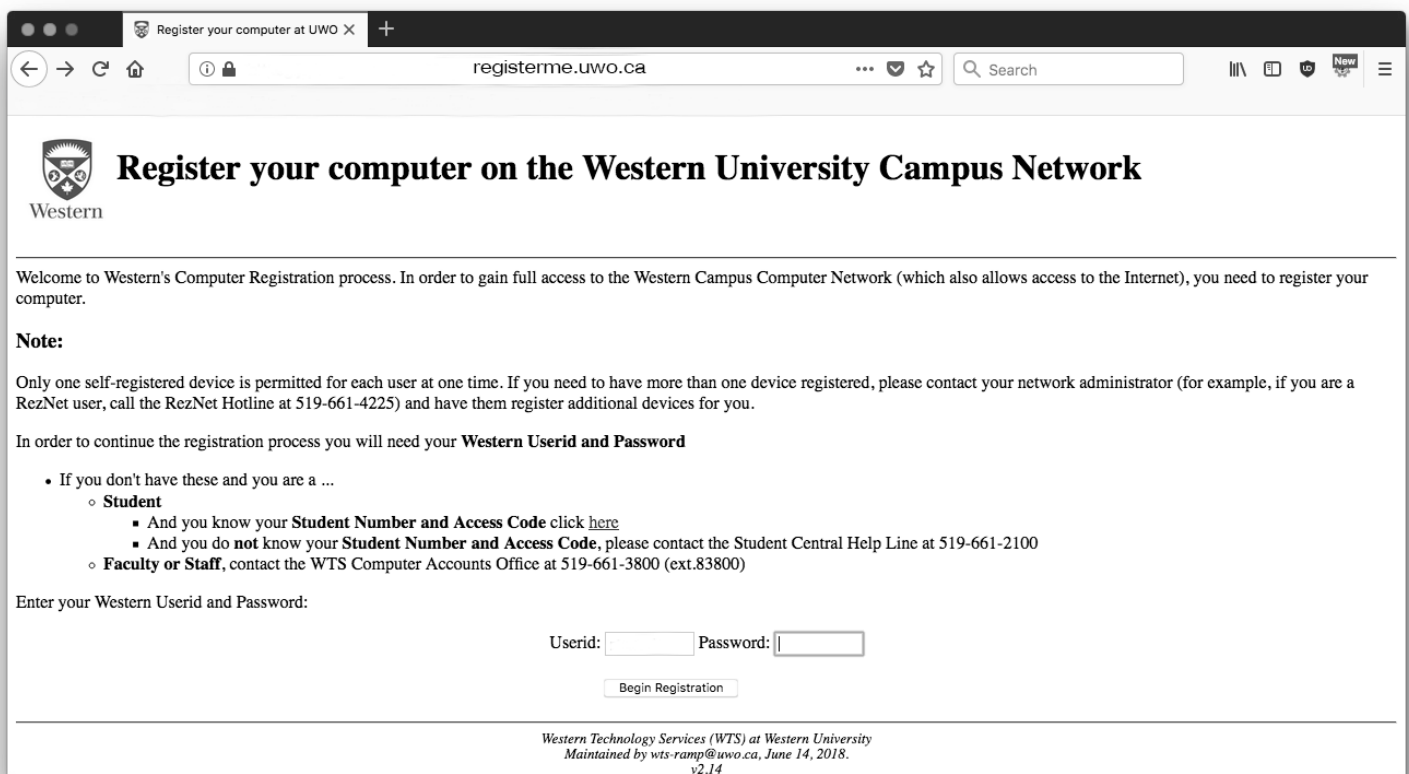
- o) Uncheck **Automatically detect settings**. Ensure nothing else is checked
- p) Click **OK**



# Register Your Computer

Before you can obtain access to the campus network and the Internet via RezNet, you must register your computer. This procedure requires a web browser (Ex. Google Chrome). You will also need your **Western** username and password. If you have forgotten either of these please follow the instructions on the registration page in order to gain access to your account, or call Western Technology Services (WTS) at 519-661-3800 for assistance.

- a) Ensure that your computer is disconnected from any wireless network.
- b) Plug one end of your Ethernet cable into your computer and the other end into the RezNet port on the wall. **Be sure not to use a telephone cable (See page 13).**
- c) Start your web browser.
- d) Your browser should automatically go 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 call the RezNet Hotline at 519-661-4225.
- e) The registration page will be displayed. Read the instructions carefully.
- f) Enter your **Western** username and password and click on the **Begin Registration** button.




The screenshot shows a web browser window with the address bar displaying "registerme.uwo.ca". The page title is "Register your computer on the Western University Campus Network". The Western University logo is on the left. The main content area contains a welcome message, a "Note" section, and instructions for registration. It includes a list of steps for students and faculty/staff, and a form to enter the Western Userid and Password. A "Begin Registration" button is located below the form. The footer contains contact information for Western Technology Services (WTS) and the date of the page's maintenance.

Register your computer at UWO X

registerme.uwo.ca

Search

 **Register your computer on the Western University Campus Network**

Western

Welcome to Western's Computer Registration process. In order to gain full access to the Western Campus Computer Network (which also allows access to the Internet), you need to register your computer.

**Note:**

Only one self-registered device is permitted for each user at one time. If you need to have more than one device registered, please contact your network administrator (for example, if you are a RezNet user, call the RezNet Hotline at 519-661-4225) and have them register additional devices for you.

In order to continue the registration process you will need your **Western Userid and Password**

- If you don't have these and you are a ...
  - **Student**
    - And you know your **Student Number and Access Code** click [here](#)
    - And you do **not** know your **Student Number and Access Code**, please contact the Student Central Help Line at 519-661-2100
  - **Faculty or Staff**, contact the WTS Computer Accounts Office at 519-661-3800 (ext.83800)

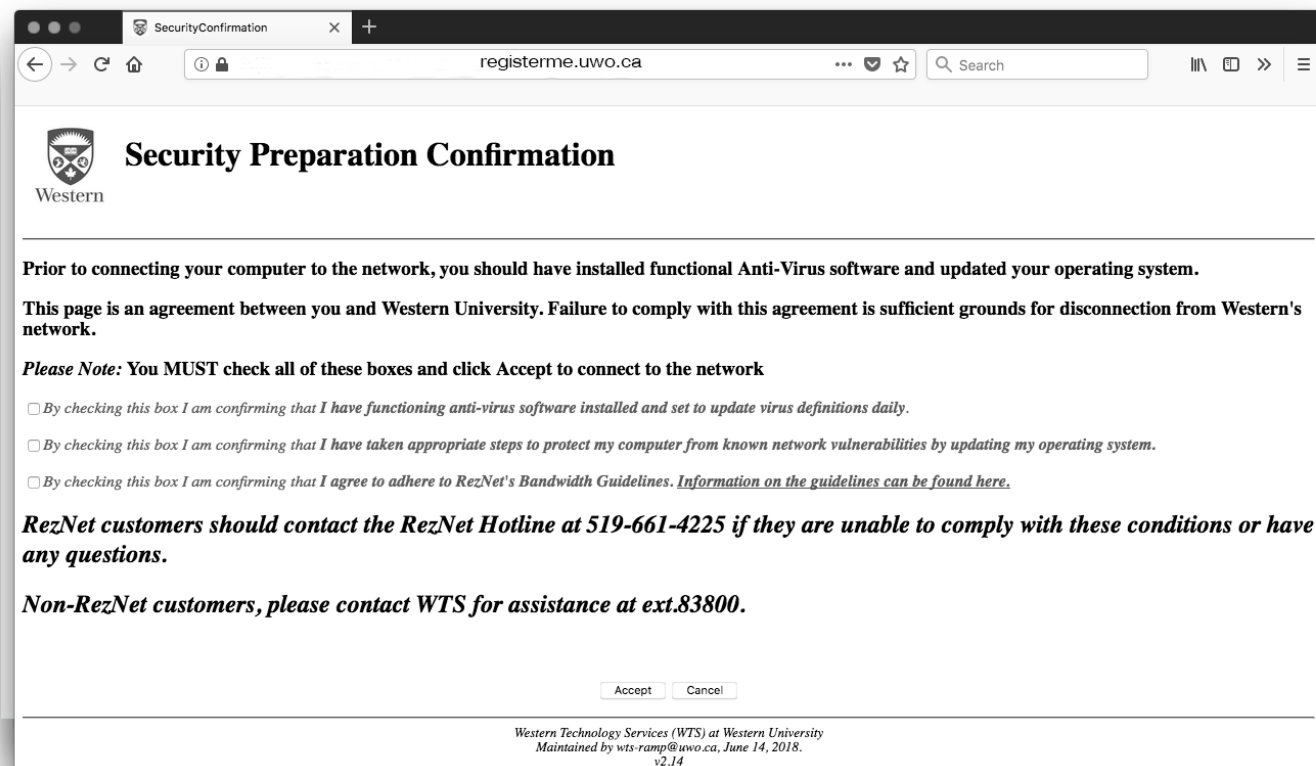
Enter your Western Userid and Password:

Userid:  Password:

Western Technology Services (WTS) at Western University  
Maintained by wts-ramp@uwo.ca, June 14, 2018.  
v2.14

- g) The **Security Preparation Confirmation** page should appear. You must ensure that your computer has up-to-date anti-virus software installed, and current operating system updates. You must also agree to adhere to RezNet's bandwidth guidelines.

**Check the check boxes** on this page and click **Accept** if your computer meets these requirements. Users who fail to keep their computer secure may be quarantined from the RezNet network without notice.



The screenshot shows a web browser window with the address bar displaying "registerme.uwo.ca". The page title is "Security Confirmation" and the Western University logo is visible. The main content area contains the following text:

**Security Preparation Confirmation**

Prior to connecting your computer to the network, you should have installed functional Anti-Virus software and updated your operating system.

This page is an agreement between you and Western University. Failure to comply with this agreement is sufficient grounds for disconnection from Western's network.

**Please Note: You MUST check all of these boxes and click Accept to connect to the network**

☐ By checking this box I am confirming that I have functioning anti-virus software installed and set to update virus definitions daily.

☐ By checking this box I am confirming that I have taken appropriate steps to protect my computer from known network vulnerabilities by updating my operating system.

☐ By checking this box I am confirming that I agree to adhere to RezNet's Bandwidth Guidelines. [Information on the guidelines can be found here.](#)

**RezNet customers should contact the RezNet Hotline at 519-661-4225 if they are unable to comply with these conditions or have any questions.**

**Non-RezNet customers, please contact WTS for assistance at ext.83800.**

At the bottom, there are "Accept" and "Cancel" buttons.

Western Technology Services (WTS) at Western University  
Maintained by wts-ramp@uwo.ca, June 14, 2018.  
v2.14

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

**Register your Computer - page 2**

Detected Network Card (MAC) Address:	70886b8490a4
Serial Number of your Computer:	<input type="text"/> (Strongly Recommended)
Operating System of computer:	Appliance Appliance
User Name:	<input type="text"/>

Please enter the Serial Number of your computer. This can be used to help identify your computer if it is lost or stolen. Select the Operating System of your computer if known. If you do not want to register this computer click the cancel button.

Next, press the **Replace** button (once only, the process can take up to 2 minutes). If you do not wish to continue the registration process, press the **Cancel** button.

If you have any problems, contact the WTS Help Desk at 661-3800 (ext.83800 on campus).

Western Technology Services (WTS) at Western University  
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v2.14

- i) **Restart** your computer.
- j) Open your web browser and connect to a website.

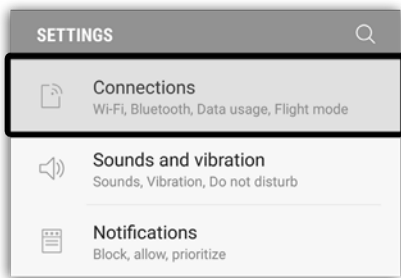
**If you experience any difficulties, call the RezNet Hotline at 519-661-4225.**



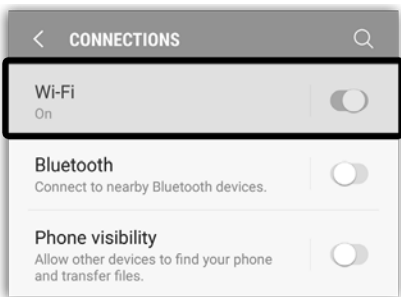
To register an additional wired device (e.g. a PS4, Xbox One, or a second computer) for **RezNet's Wired service**, you will need to send in an **Additional Device Registration** form which can be found under the **Getting Started** menu item on our website at [reznet.uwo.ca](http://reznet.uwo.ca).

# Android Phones & Tablets

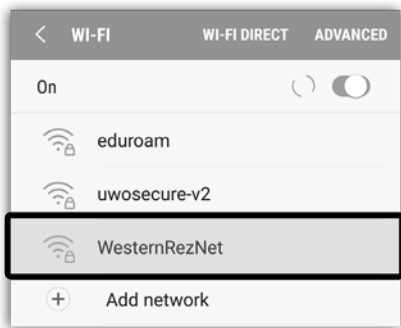
## Configuration for Our Wireless Service



a) Open **Settings** and navigate to **Connections**



b) Navigate to **Wi-Fi**, and ensure that Wi-Fi is turned on



c) Select **WesternRezNet**

d) Log in using your **Western** username and password



You should now be connected. If the connection is unsuccessful or **WesternRezNet** is not listed please proceed to steps e) through h).

e) Select **Add Wi-Fi Network**

f) Fill out the required fields as follows:

Network SSID: **WesternRezNet**

Security: **802.1x EAP**

EAP Method: **PEAP**

Phase 2 Authentication: **MSCHAPV2**

CA Certificate: **do not validate**

User Certificate: **unspecified**

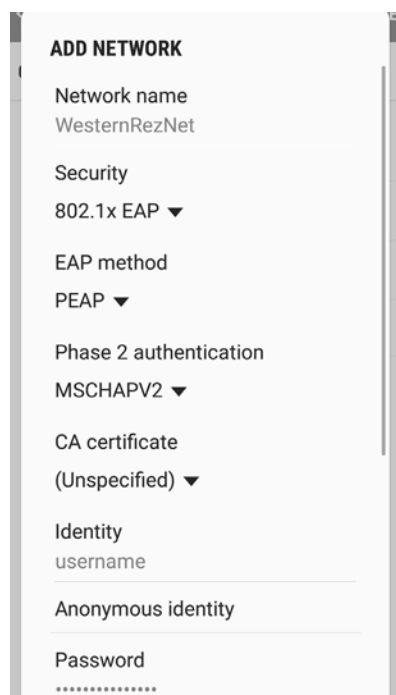
Identity: your **Western** username

Anonymous Identity: *blank*

Password: your **Western** password

g) Select **Connect**

h) Open your web browser and connect to a website

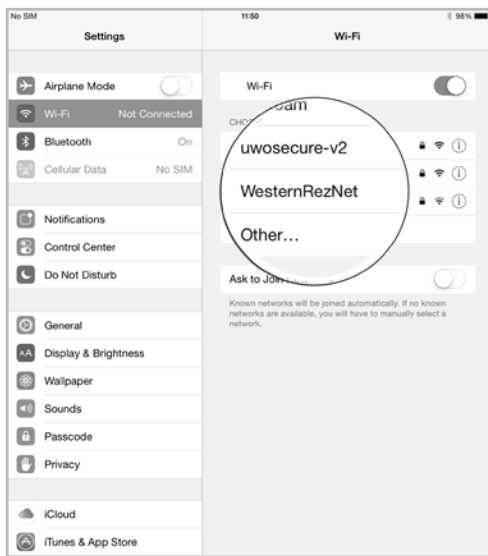


# iPhones & iPads

## Configuration for Our Wireless Service

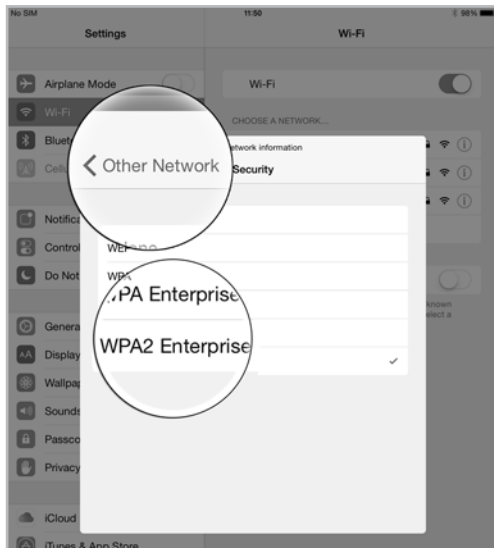


a) Tap **Settings**



b) Tap **Wi-Fi**

c) Tap **Other...**



d) Tap **Security**

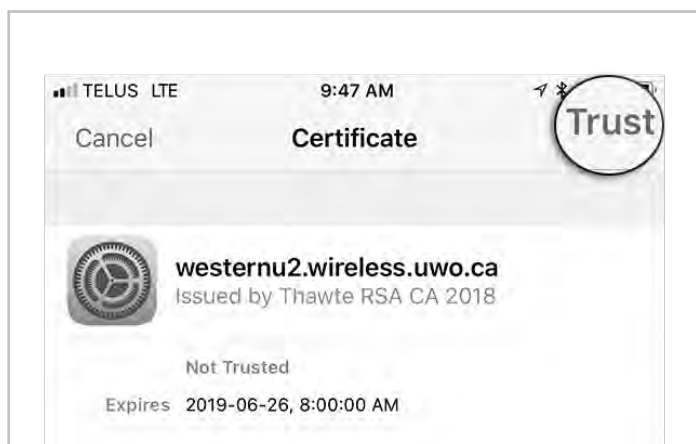
e) Tap **WPA2 Enterprise**

f) Tap **Other Network**

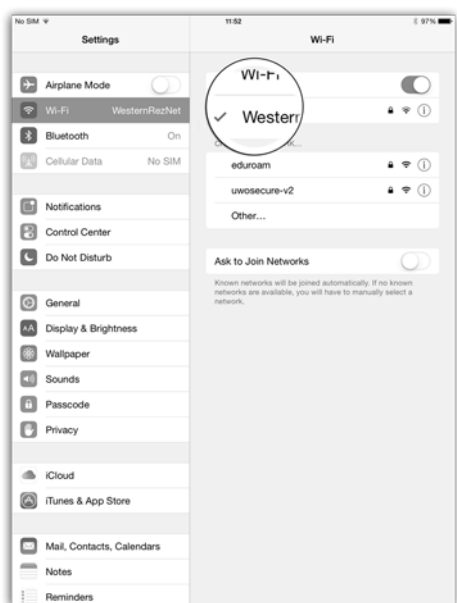


- g) Enter the following by tapping on each line of information:

Network Name: **WesternRezNet**  
 Security: leave as **WPA2 Enterprise**  
 Username: your **Western** username  
 Password: your **Western** password



- h) Tap **Trust**



- i) There should now be a check mark next to **WesternRezNet** network

Also, the **Wireless Connection** symbol should appear to the top left of your device's screen

These indicate that your wireless connection should now be active. Please check the connection by opening a browser and navigating 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 **WesternRezNet** as a wireless network by following the instructions below.

## macOS:

Follow the instruction below to Forget the Network:

1. Click on the **Wireless Network Symbol** on the top right of your screen
2. Click **Network Preferences**
3. Click **Wi-Fi**
4. Click **Advanced**
5. Click the **Wi-Fi** tab
6. Select **WesternRezNet**
7. Click the **minus (-)** button
8. Click **OK**

You have now forgotten WesternRezNet, please return to page 14 and complete the wireless steps from the beginning. If you are still having trouble connecting to the network, please call the RezNet Hotline at 519-661-4225.

## Windows 10:

Follow the instruction below to Forget the 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 **WesternRezNet**, then select **Forget**

You have now forgotten WesternRezNet, please return to page 16 and complete the wireless steps from the beginning. If you are still having trouble connecting to the network, please call the RezNet Hotline at 519-661-4225.

## Windows 8:

Follow the instruction below to Forget the Network:

1. Open **PC Settings**, and select **Network**
2. In the **Connections Section**, select **Wi-Fi** and then select **Manage Known Networks**
3. Click **WesternRezNet**
4. Select **Forget**

You have now forgotten WesternRezNet, please return to page 16 and complete the wireless steps from the beginning. If you are still having trouble connecting to the network, please call the RezNet Hotline at 519-661-4225.

## Android Phone:

Follow the instructions below to Forget the Network:

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

You have now forgotten WesternRezNet, please return to page 26 and complete the wireless steps from the beginning. If you are still having trouble connecting to the network, please call the RezNet Hotline at 519-661-4225.

## iPhone/ iPad:

Follow the instructions below to Forget the Network:

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

You have now forgotten WesternRezNet, please return to page 27 and complete the wireless steps from the beginning. If you are still having trouble connecting to the network, please call the RezNet Hotline at 519-661-4225.

# Notes

# Notes