



WIRELESS INTERNET AT THE UNIVERSITY OF MANITOBA



UNSECURED WIRELESS

1. Your computer's network settings must be configured to use DHCP and your wireless networking options enabled.
2. Open a Web browser. A security alert window may appear. Click 'Yes' to proceed.
3. On connecting to a site outside the University your browser will be redirected to a Web page which will ask for authentication credentials. Enter your UMnetID (ccu / WebCT/Jump/UM email account) username and password in the appropriate fields and click the 'login' button.
4. If you are staff or a student at the University of Manitoba but have not registered for a computer account you must claim one at umanitoba.ca/claimid.
5. If your authentication fails please contact the ACN Support Desk at 474-8600.
6. If you have authenticated successfully, be sure that you read and understand the warning message. You can now click 'connect' to connect to the campus network. You will be directed to the University of Manitoba Home Page. If you shut your PC off, you will be disconnected after a timeout period.
7. While this connection allows full Internet access, it is inherently insecure, less reliable and is **not recommended** for continuous use. You can however use this connection to read about, install and configure a **secure 802.1X** client. Go to umanitoba.ca/acn/networking.

SECURED WIRELESS (Recommended)

In order to use the secured wireless network at the U of M, you will need to download and install the secureW2 client. The client can be downloaded from www.umanitoba.ca/software. Make sure you pick the appropriate client for your operating system.

Please follow the step by step procedures listed at the following web site to properly install the client: <http://umanitoba.ca/acn/networking/wi-con/aa> (WIN XP only, Vista documentation coming soon). Documentation can be downloaded from the SecureW2 web site at www.securew2.com. The client has support for Windows 2000, XP and Vista.

Common Problems with Wireless Access

Symptom	Reason	Resolution
Wireless network shows as connected but unable to get Radius login page	Yahoo or Google (or any other) toolbar installed which connects to a proxy server and redirects requests from there.	Disable 'Automatically Detect Settings' under Internet Options > LAN Settings. If problem persists, try uninstalling toolbar.
Wireless connection status shows limited or no connectivity.	A firewall (windows or third party) is blocking the wireless connectivity.	Disable firewall temporarily. Sometimes, people remove the firewall from their laptops but the ports are still closed. Check the firewall settings for details.
Cannot browse after connecting	The browser might be showing the Radius login page	Login using UMNet ID and password. Call ACN (474-8600) for your password. If you do not have UMNet ID, claim it at http://umanitoba.ca/claimid
Wireless connection status shows limited or no connectivity.	A static IP has been configured for wireless network connection	Set wireless network connection TCP-IP settings to obtain an IP address automatically. DNS settings should be set to automatic, as well.

08/2007

**LIBRARIES ELECTRONIC
TECHNOLOGIES & SERVICES**

**UNIVERSITY OF MANITOBA
COMPUTER ACCOUNTS & ACCESS
INFORMATION**

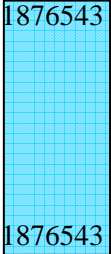

Help Desk Phone: 474-7061

helpdesk@cc.umanitoba.ca



LIBRARIES ELECTRONIC TECHNOLOGIES & SERVICES

UNIVERSITY OF MANITOBA COMPUTER ACCOUNTS & ACCESS INFORMATION

I want access to:	ID Type Needed	ID Format		Questions? Problems? Who to contact?
		Student	Staff	
Aurora Services (Registration, Personal Information, Enrolment and Academic Records) e.g. grades, fees, add/remove courses)	Aurora Obtained via ClaimId Umanitoba.ca/claimid	Student number Default PIN is your birth date (YYMMDD)	capital E and six digit employee # Default PIN is your birth date (YYMMDD)	Registrar's Office 400 University Centre (204) 474-9420 Registrar@umanitoba.ca
Public computers including Internet and H:\ drive Online Libraries Resources (within a library)	INS ID Obtained via ClaimId Umanitoba.ca/claimid	UMLastname*	LastnameFirst*	IST Computer Accounts E3-637 Engineering (EITC) (204) 474-9788 Computer_Accounts@umanitoba.ca
Internet within any U of M library and Online Libraries Resources anywhere	Libraries ID OR Staff # OR Student #	222120 1876543 1  1876543	222120 9234567 8  9234567	Libraries Circulation Staff OR LETS Help Desk (204) 474-7061 Helpdesk@cc.umanitoba.ca
U of M wireless Internet, U of M email, webCT, Jump, personal homepage, laptop ports, dial-up, Unix, Software Express, VLC	UMnet ID Also Called: Ccu, Jump, Webct, Radius Obtained via ClaimId Umanitoba.ca/claimid	UMLastname* Enter the username before the "@" in your U of M email	LastnameFirst* Enter the username before the "@" in your U of M email	IST Support Desk E3-635 Engineering (EITC) (204) 474-8600 support@umanitoba.ca
* May not always be as shown.				