

Connecting Your Personal Wireless Devices to Alverno's Wireless Network

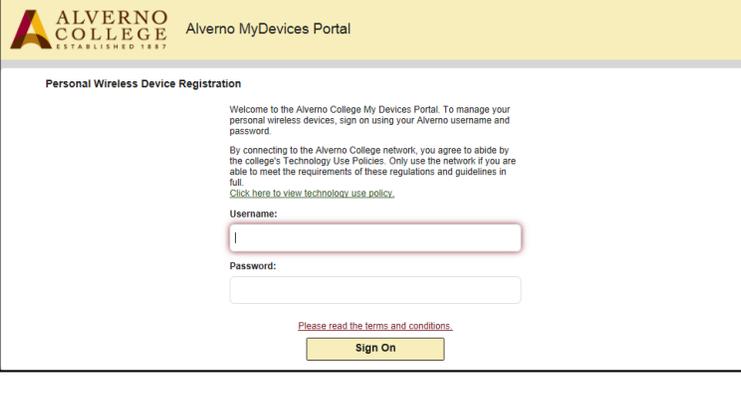
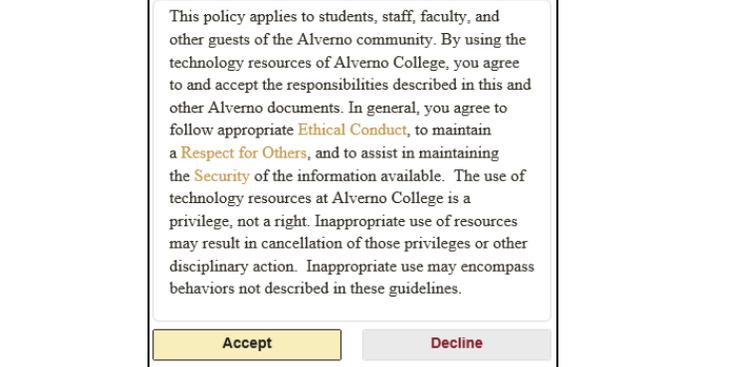
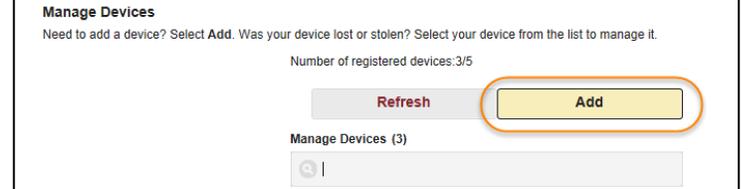
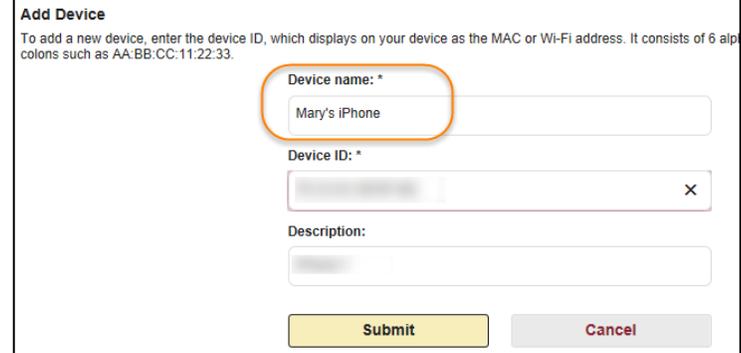
Connecting your personal devices to Alverno's wireless network is a two-step process:

1. **Register** your device(s) on our MyDevices Portal.
2. **Log in** to the appropriate wireless network with your Alverno username and password

Benefits of registering:

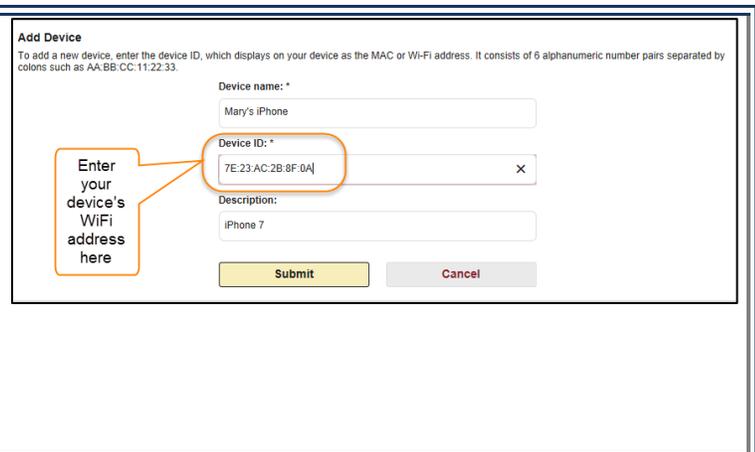
- **You won't need to log in to your device each time you come to campus;** it will simply connect to Alverno wireless automatically after you've registered and logged in once.
- **Your device(s) will continue to connect automatically until you change your password;** then you'll need to log in with your new password once.
- **Your devices will remain registered until** you delete them from the portal, or **don't use them on the Alverno wireless network for six months.**
- **AlvernoSTU and AlvernoEMP don't have restricted bandwidth** and permit additional access beyond just the Internet, while **AlvernoGUEST** requires you to log in every time, is not secure, has restricted bandwidth and *only* allows Internet access.

Task	Screenshot
Step 1: Register your device(s)	
<p>1. Open a browser, and go to http://mydevices.alverno.edu. (Have your personal devices next to the computer, so that you can enter the necessary information from each.)</p> <ul style="list-style-type: none">• You may register up to five (5) devices.	

<p>2. Enter your Alverno network username and password.</p> <p>3. Click Sign On.</p>	 <p>The screenshot shows the 'Personal Wireless Device Registration' page. It includes a welcome message, a link to the technology use policy, and input fields for 'Username' and 'Password'. A 'Sign On' button is highlighted in yellow.</p>
<p>4. Read the Policy; Click Accept</p>	 <p>The screenshot shows a dialog box with the text: 'This policy applies to students, staff, faculty, and other guests of the Alverno community. By using the technology resources of Alverno College, you agree to and accept the responsibilities described in this and other Alverno documents. In general, you agree to follow appropriate Ethical Conduct, to maintain a Respect for Others, and to assist in maintaining the Security of the information available. The use of technology resources at Alverno College is a privilege, not a right. Inappropriate use of resources may result in cancellation of those privileges or other disciplinary action. Inappropriate use may encompass behaviors not described in these guidelines.' There are 'Accept' and 'Decline' buttons at the bottom.</p>
<p>5. Click Add to add a device</p>	 <p>The screenshot shows the 'Manage Devices' page. It says 'Need to add a device? Select Add. Was your device lost or stolen? Select your device from the list to manage it.' It shows 'Number of registered devices: 3/5' and an 'Add' button highlighted in yellow.</p>
<p>6. Enter a Device Name. It could be your actual laptop, tablet, or phone name, or you can make up a descriptive name such as "Mary's phone."</p>	 <p>The screenshot shows the 'Add Device' form. It has a 'Device name: *' field with 'Mary's iPhone' entered, a 'Device ID: *' field with a blurred address and a close button, and a 'Description:' field. 'Submit' and 'Cancel' buttons are at the bottom.</p>

7. **Enter your Device ID (the MAC address or WiFi address of your device).** This address consists of 6 alphanumeric pairs separated by colons or dashes such as AA:BB:CC:11:22:33.

[Directions for determining your MAC/WiFi address are available at the end of this document.](#)



Add Device
To add a new device, enter the device ID, which displays on your device as the MAC or Wi-Fi address. It consists of 6 alphanumeric number pairs separated by colons such as AA:BB:CC:11:22:33.

Device name: *
Mary's iPhone

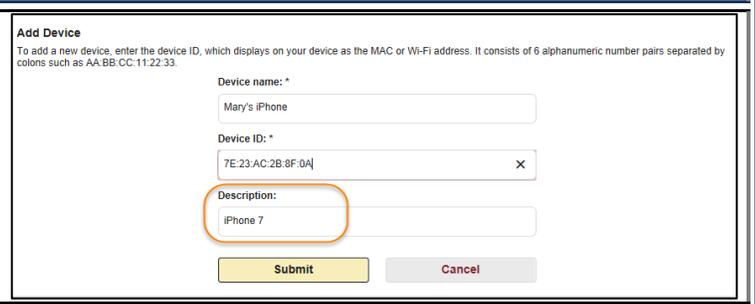
Device ID: *
7E:23:AC:2B:8F:0A

Description:
iPhone 7

Submit Cancel

8. **Enter a Description** of your device including the make and model, e.g., iPhone 6 or LG tablet.

9. Click **Submit**



Add Device
To add a new device, enter the device ID, which displays on your device as the MAC or Wi-Fi address. It consists of 6 alphanumeric number pairs separated by colons such as AA:BB:CC:11:22:33.

Device name: *
Mary's iPhone

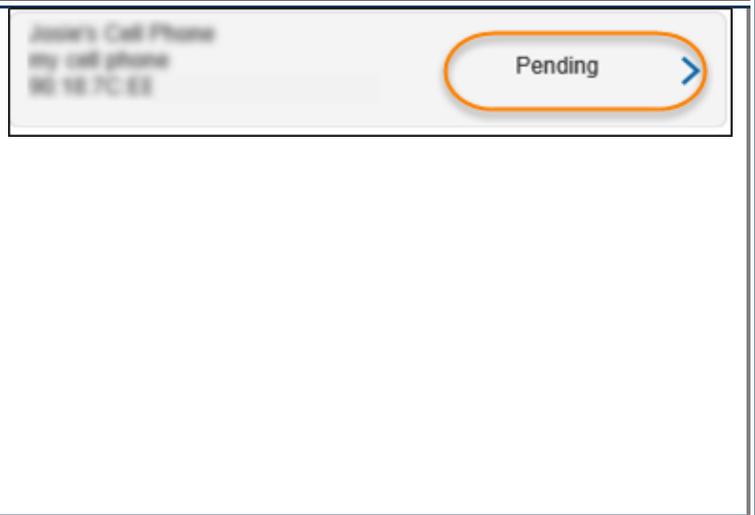
Device ID: *
7E:23:AC:2B:8F:0A

Description:
iPhone 7

Submit Cancel

10. Look for your device listed with a **Pending** status on the portal. **Pending status indicates that your device was registered successfully. (This status will not change.)**

- Once you register a device, you may need to wait a few minutes before the device can connect.
- If you have registered from the device you want to connect, you may need to disconnect and reconnect from the wireless to gain full access.



Jessie's Cell Phone
My cell phone
8E 1E 7C EE

Pending >

Log off of the MyDevices Portal

11. **Click the drop down arrow to the right of your username** at the top of the screen to view the menu

12. Click **Sign Out**



Welcome wei

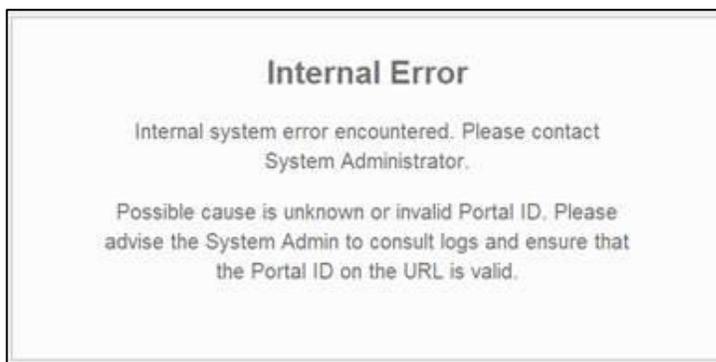
Contact Support

Help

Sign Out

13. Close the browser window.

The My Devices portal page will eventually timeout. If you do not logout or close the page, you may see the error pictured at right.



Step 2: Log into the appropriate Alverno wireless network

1. Connect to a new wireless network with your device by logging in with your Alverno network username and password.

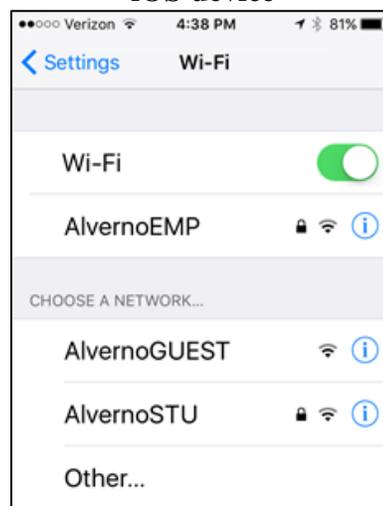
Use the wireless network appropriate to your role at Alverno:

AlvernoEMP – faculty and staff

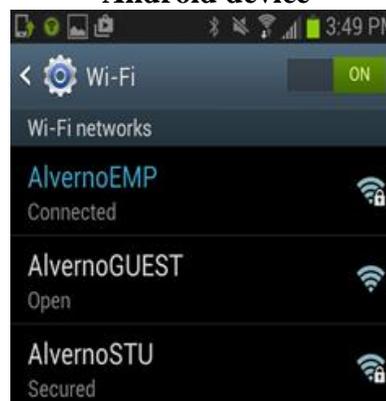
AlvernoSTU – students

AlvernoGUEST – anyone with a wireless guest username and password.
NOTE: The GUEST network is not secure and bandwidth is restricted. Users are required to login every time they connect.

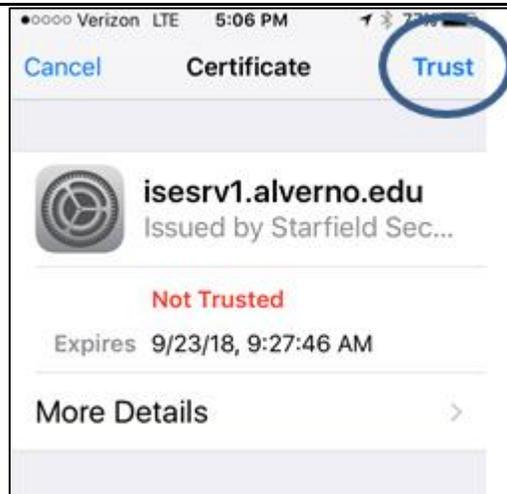
iOS device



Android device

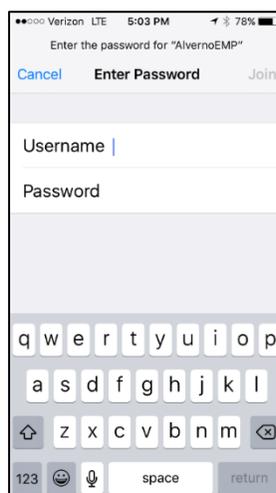


2. If your device displays a Certificate error, click on **Trust**.

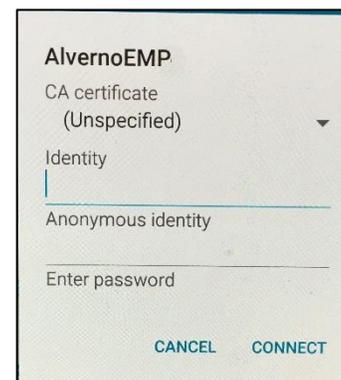


3. **Enter your Alverno network username** in the Username or Identity field.
4. Leave the Anonymous identity field blank (only on Android devices).
5. **Enter your network password** in the Password field. You might need to scroll down on your phone in order to see the Password field.
6. Tap **Connect** (Android) or **Join** (iPhone).

iOS screen



Android screen



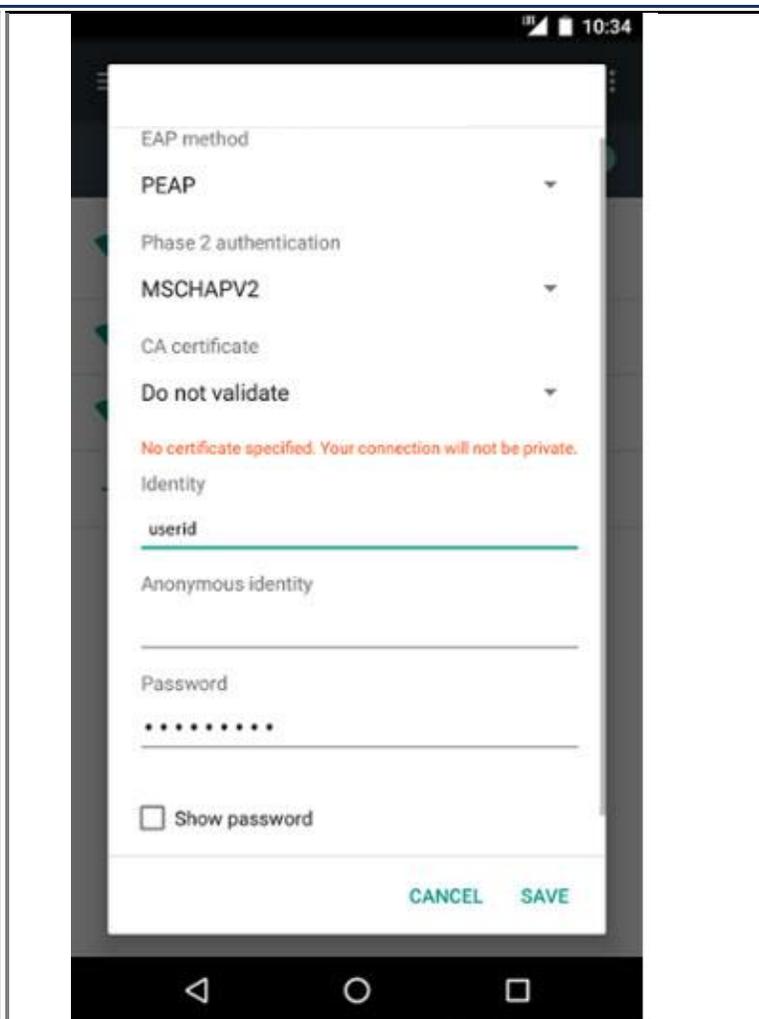
7. If the person has an android phone (Nexus by Google) that is running the latest Android OS with name nougat, you may need to change some settings on their login screen.

EAP method = PEAP

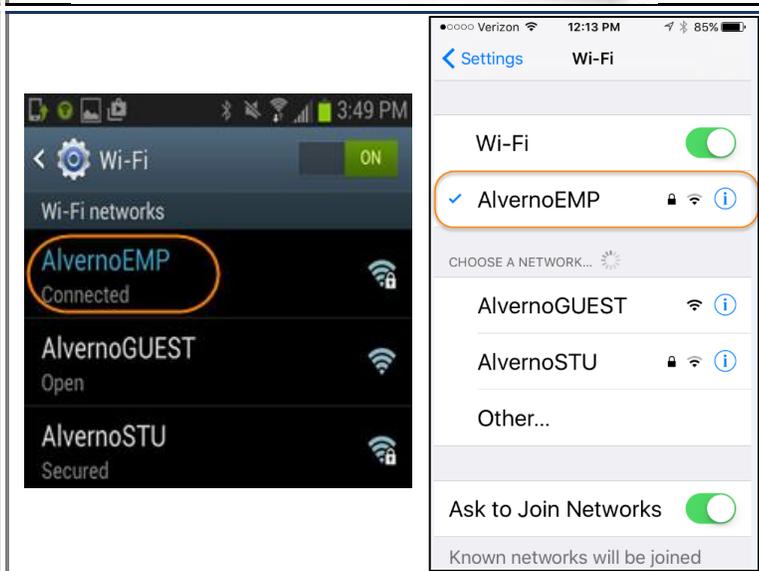
Phase 2 Authentication = MSCHAPV2

CA Certificate = Do not validate

This third setting is the one that needs to be set to not validate, otherwise the phone might not connect to the wireless.

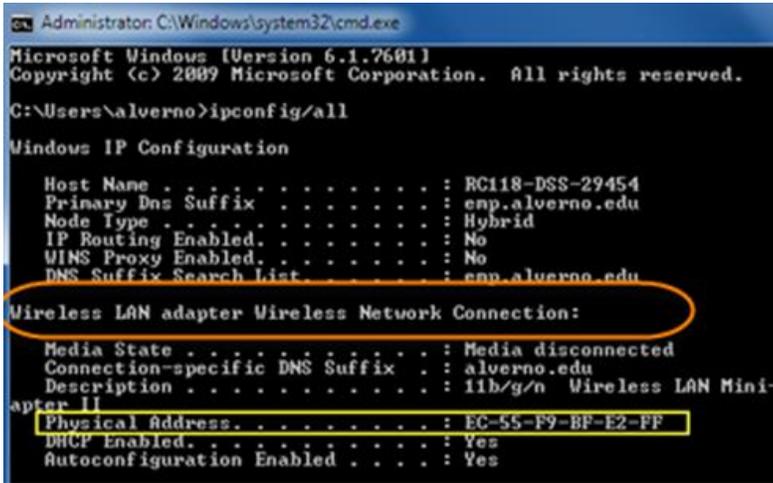


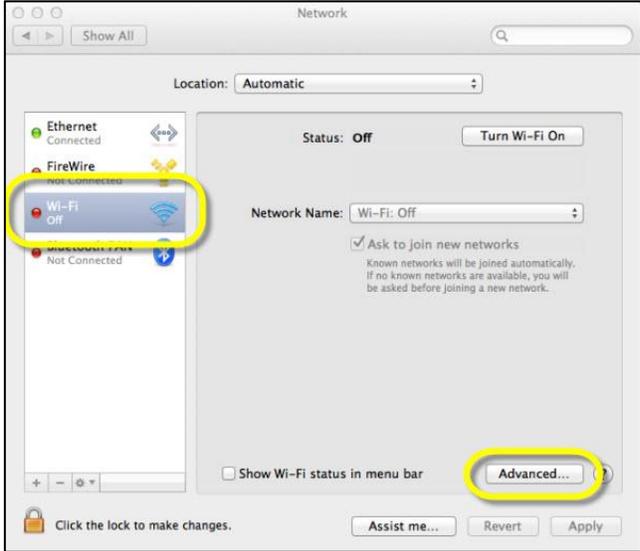
8. You should now see a checkmark next to the Alverno wireless network you connected to (iOS) or see “Connected” below the Alverno wireless network you logged into (Android).

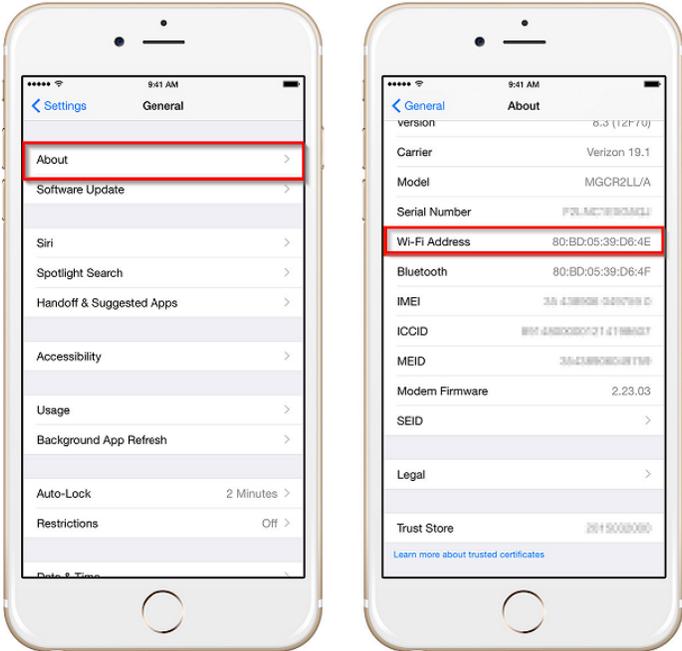


Finding Your MAC address

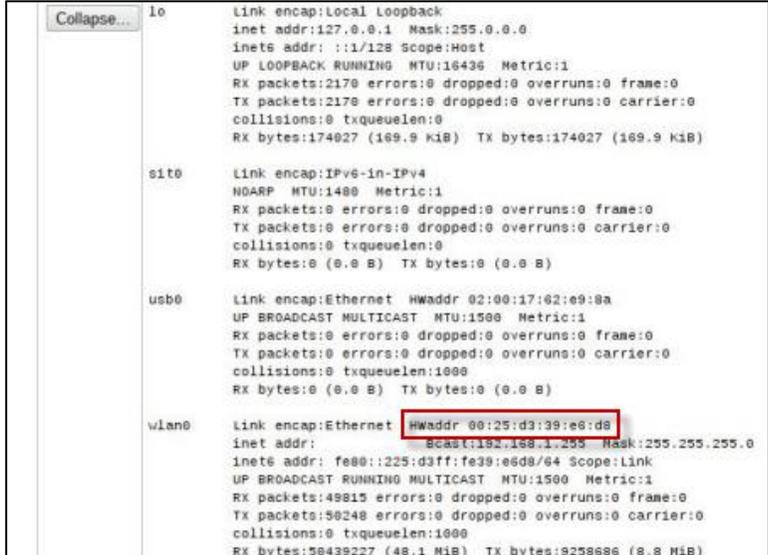
A **MAC (Media Access Control)** address is a set of six pairs of alphanumeric characters separated by colons or dashes, e.g., AA:BB:CC:11:22:33, that uniquely identifies each network adapter (wired and/or wireless) in your computing device. Depending on what operating system you are running, there are different ways to find this address. **NOTE:** Your MAC address will change if you replace the network adapter or the motherboard in your computing device.

Task	Screen Shot
<p>Windows 10, Windows 8, or Windows 7</p> <ol style="list-style-type: none">1. Open the Start screen<ul style="list-style-type: none">• In Windows 10, click on the Start menu from the bottom-left corner, or go to All Apps, Windows System Folder, Command Prompt• In Windows 8, press the Windows Start key• In Windows 7, click on the Start menu and select Run2. Type cmd, and press the Enter key This will open a black command prompt window.3. Type ipconfig/all, and press Enter Look for the MAC addresses listed under Wireless Network Connection or WiFi and then find the Physical Address listed under that connection. Depending on the device, you might see multiple wireless adapters. See the Troubleshooting Tips later in this document.	 <pre>Administrator: C:\Windows\system32\cmd.exe Microsoft Windows [Version 6.1.7601] Copyright (c) 2009 Microsoft Corporation. All rights reserved. C:\Users\alverno>ipconfig/all Windows IP Configuration Host Name : RC118-DSS-29454 Primary Dns Suffix : onp.alverno.edu Node Type : Hybrid IP Routing Enabled. : No WINS Proxy Enabled. : No DNS Suffix Search List : onp.alverno.edu Wireless LAN adapter Wireless Network Connection: Media State : Media disconnected Connection-specific DNS Suffix . : alverno.edu Description : 11b/g/n Wireless LAN Mini- adapter II Physical Address. : EC-55-F9-BF-E2-FF DHCP Enabled. : Yes Autoconfiguration Enabled : Yes</pre>

Task	Screen Shot
<p><u>Macintosh OS 10.x Directions</u></p> <ol style="list-style-type: none">1. Click System Preferences on the Dock2. Click Network3. Select Wi-Fi in the left column4. Click the Advanced button. <p>Note: if you do not have the Wi-Fi option, then use the AirPort option.</p>	
<ol style="list-style-type: none">5. Click the Hardware tab to see the MAC address.6. If using the AirPort option, you will see an Ethernet tab instead of the Hardware tab.	

Task	Screen Shot
<p><u>iPhone, iPad, iPod Touch (iOS)</u> <u>Directions</u></p> <ol style="list-style-type: none">1. Select Settings2. Click General	
<ol style="list-style-type: none">3. Select About4. The MAC address is listed as Wi-Fi Address <p>NOTE: Be sure you record the Wi-Fi address and <i>not</i> the Bluetooth address.</p>	

Task	Screen Shot
<p><u>Android Phone Directions</u></p> <p>Follow one set of instructions listed below (instructions will vary based on phone model):</p> <ol style="list-style-type: none"> 1. On the Home screen, tap the Menu button and go to Settings. 2. Tap About Phone or About Device. 3. Tap Status or Hardware information. 4. Scroll down to see your Wi-Fi MAC address. <p>Or,</p> <ol style="list-style-type: none"> 1. On the Home screen, press the Menu key and select Settings. 2. Select Wireless and Network. 3. Select Wi-Fi Settings. In the Advanced section, you will find the Wi-Fi MAC address. 	
<p><u>Android Tablet Directions</u></p> <ol style="list-style-type: none"> 1. On the Home screen, tap the  Menu key and go to Settings. 2. Scroll down and tap About Tablet then tap Status or Hardware information and then scroll down to view the Wi-Fi MAC address. 	

Task	Screen Shot
<p><u>Chrome Book Directions</u></p> <ol style="list-style-type: none">1. Open a browser window. In the address bar, type chrome://system, and press Enter.2. Look for ipconfig, and then click the Expand... button next to it.3. Look the wlan0 section (wireless address). The MAC address will be listed as the Ethernet HWaddr	 <pre>Collapse... lo Link encap:Local Loopback inet addr:127.0.0.1 Mask:255.0.0.0 inet6 addr: ::1/128 Scope:Host UP LOOPBACK RUNNING MTU:16436 Metric:1 RX packets:2170 errors:0 dropped:0 overruns:0 frame:0 TX packets:2170 errors:0 dropped:0 overruns:0 carrier:0 collisions:0 txqueuelen:0 RX bytes:174027 (169.9 KiB) TX bytes:174027 (169.9 KiB) site Link encap:IPv6-In-IPv4 NOARP MTU:1480 Metric:1 RX packets:0 errors:0 dropped:0 overruns:0 frame:0 TX packets:0 errors:0 dropped:0 overruns:0 carrier:0 collisions:0 txqueuelen:0 RX bytes:0 (0.0 B) TX bytes:0 (0.0 B) usb0 Link encap:Ethernet HWaddr 02:00:17:02:09:8a UP BROADCAST MULTICAST MTU:1500 Metric:1 RX packets:0 errors:0 dropped:0 overruns:0 frame:0 TX packets:0 errors:0 dropped:0 overruns:0 carrier:0 collisions:0 txqueuelen:1000 RX bytes:0 (0.0 B) TX bytes:0 (0.0 B) wlan0 Link encap:Ethernet HWaddr 00:25:d3:99:e6:d8 inet addr: scast:192.168.1.255 Mask:255.255.255.0 inet6 addr: fe80::225:d3ff:fe39:e6d8/64 Scope:Link UP BROADCAST RUNNING MULTICAST MTU:1500 Metric:1 RX packets:49815 errors:0 dropped:0 overruns:0 frame:0 TX packets:50248 errors:0 dropped:0 overruns:0 carrier:0 collisions:0 txqueuelen:1000 RX bytes:50439227 (48.1 MiB) TX bytes:9258686 (8.8 MiB)</pre>

Troubleshooting Tips

- If your device is displaying more than one MAC address, enter the one that is **not disconnected** or displays **alverno.edu**. If that one doesn't work, enter the second one.
- If you continue to be directed to the Portal when trying to launch a browser after registering your device, the MAC address you entered may be incorrect (perhaps there was a typo, or you entered the Bluetooth MAC address instead of the WiFi MAC address). Delete the device in the Portal and re-enter it with the correct MAC address. NOTE: The MAC address cannot be edited in the Portal.

If you need further assistance, please bring your device(s) to the Computer Center on the first floor of the Sr. Joel Read Center during normal business hours <http://www.alverno.edu/techserv/computercenterinfo/hours/> for in-person assistance.