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.

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<td><strong>Step 1: Register your device(s)</strong></td>
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1. Open a browser, and go to [http://mydevices.alverno.edu](http://mydevices.alverno.edu). (Have your personal devices next to the computer, so that you can enter the necessary information from each.)
   - You may register up to five (5) devices.
2. Enter your Alverno network username and password.

3. Click **Sign On**.

4. Read the Policy; **Click Accept**

   ![Personal Wireless Device Registration](image)

   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.

   ![Accept or Decline](image)

5. Click **Add** to add a device

   ![Manage Devices](image)

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.”

   ![Add Device](image)
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.

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

9. Click Submit

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.

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
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.

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**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.

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iOS device

- **Wi-Fi**
- **AlvernoEMP**

**Android device**

- **Wi-Fi**
- **AlvernoEMP**
- **AlvernoGUEST**
- **AlvernoSTU**
- **Other...**
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).
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.

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<td><strong>Windows 10, Windows 8, or Windows 7</strong></td>
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<tr>
<td>1. Open the Start screen</td>
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<td>• In Windows 10, click on the <strong>Start</strong> menu from the bottom-left corner, or go to All Apps, Windows System Folder, Command Prompt</td>
<td></td>
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<tr>
<td>• In Windows 8, press the <strong>Windows Start</strong> key</td>
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<tr>
<td>• In Windows 7, click on the <strong>Start</strong> menu and select <strong>Run</strong></td>
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<tr>
<td>2. Type <strong>cmd</strong>, and press the <strong>Enter</strong> key</td>
<td><img src="image.png" alt="Screen Shot" /></td>
</tr>
<tr>
<td>This will open a black command prompt window.</td>
<td></td>
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<tr>
<td>3. <strong>Type ipconfig/all</strong>, and press <strong>Enter</strong></td>
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<tr>
<td>Look for the MAC addresses listed under <strong>Wireless Network Connection</strong> or <strong>WiFi</strong> and then find the <strong>Physical Address</strong> listed under that connection. Depending on the device, you might see multiple wireless adapters. See the Troubleshooting Tips later in this document.</td>
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## Task

### Macintosh OS 10.x Directions

1. Click **System Preferences** on the Dock
2. Click **Network**
3. Select **Wi-Fi** in the left column
4. Click the **Advanced** button.

Note: if you do not have the Wi-Fi option, then use the AirPort option.

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.
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| **iPhone, iPad, iPod Touch (iOS)**
**Directions**

1. Select **Settings**
2. Click **General**

3. Select **About**
4. The MAC address is listed as **Wi-Fi Address**

**NOTE:** Be sure you record the Wi-Fi address and *not* the Bluetooth address.

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![iPhone Screen Shot](image1.jpg)

**About**
- Wi-Fi Address
- Bluetooth
- iOS Information

![iPhone Screen Shot](image2.jpg)
**Task** | **Screen Shot**
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**Android Phone Directions**
Follow one set of instructions listed below (instructions will vary based on phone model):
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**.

Or,
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**.

**Android Tablet Directions**
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.
### Chrome Book Directions

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**

### Screen Shot

![Screen Shot of Chrome System]

### 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/](http://www.alverno.edu/techserv/computercenterinfo/hours/) for in-person assistance.