

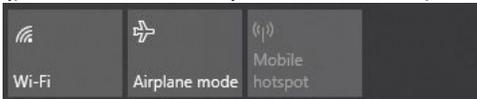
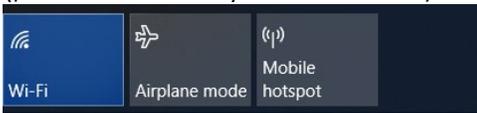
Internet Connection Tips

Ensuring that you are getting the most reliable connection for finals.

Connecting to the University Wireless Internet

The University has wireless internet in every building and many outdoor locations. These locations are fed through individual wireless access points. To ensure that there is never a drop in any of our buildings UNE has made sure that all these access points overlap with each other. However, there may be times where this overlap can cause your connection to slow down because your computer is still connecting to an access point that is further away than the one closest to you. The following steps will walk you through the process of resetting your device's wireless settings to make sure you are connecting to the closest and fastest wireless access point available.

1. Turning off your Wi-Fi
 - a. If you are using a **Windows** device you can navigate to the system tray in the lower right of your screen and click on the Wi-Fi icon  and then click on the Wi-Fi button (pictured below), this will turn your device's Wi-Fi off.
2. Wait **15** seconds
3. Turn your Wi-Fi back on
 - a. If you are using a **Windows** device you can navigate to the system tray in the lower right of your screen and click on the Wi-Fi icon  and then click on the Wi-Fi button (pictured below), this will turn your device's Wi-Fi back on.



- b. If you are on a **Mac** you can navigate to the top right of your screen and click on the Wi-Fi button  and select "Turn Wi-Fi Off". This will turn off your device's Wi-Fi off.
- b. If you are on a **Mac** you can navigate to the top right of your screen and click on the Wi-Fi button  and select "Turn Wi-Fi on". This will turn off your device's Wi-Fi back on.

Connecting your Computer to your Ethernet Port

1. If you have a known working Ethernet port in your dorm we suggest using it for any assessment.
 - a. Note that some computers do not have an Ethernet port available and will require an available USB or USB-C Ethernet adapter. Please refer back to your computer's manufacturer to ensure you know what adapter you will need.
 - b. ITS has made sure to activate the Ethernet ports in the study rooms within each dormitory for the purposes of taking assessments.

If you have any issues or difficulties with this process, please contact the ITS Help Desk.

Faculty/Staff Onsite Support (207) 602-2487 (normal business hours)

Call - Toll Free 1-877-518-4673 (after normal business hours)

Other

1. To ensure you are getting the best connection we ask for you to **turn off other wireless devices** including any printers, phones, gaming systems, smart watches, or hand held devices. This will ensure that your computer is given the best possible connection to your area's wireless access point.
2. If you're having issues connecting to Student Access you can attempt to connect to the Secure Student Access which can be connected to with the password **noreaster2017!!**

Contacting ITS for Support

1. We want to ensure that you're able to take your assessment without issue. However, if you do have any issues please contact the onsite helpdesk at **(207) 602-2487** so that one of our onsite technicians can support you with any IT related issue.