

UW-Platteville Network Access Tips

Welcome to UW-Platteville! We hope you enjoy your time in your residence hall. At ITS, our mission is to provide residents with access to technology resources to increase knowledge and interaction with local and global society. This handout will provide you with some helpful tips to get connected to our network.

PLEASE NOTE: ITS staff are available in the halls to assist you today. Please read this notice carefully as some services are only available during move-in and will not be available once classes start.

Before you begin

By connecting to our network, you are agreeing to the following policies, all of which are published in the ITS Knowledge Base (Kb) at kb.uwplatt.edu:

- Acceptable Use of Information Technology Resources (Kb #50045)
- Copyright – Higher Education Opportunity Act (HEOA) (Kb #30264)
- Residence Hall Computer Labs (Kb #85225)
- NET Act (Kb #66250)

Wireless Connectivity

To connect to our network, you will need to have your campus username and password. We also recommend logging onto the high-speed “UWPlatt” network, not “UWGuest” network. UWPlatt allows more features and services than “UWGuest” and has greater speed.

1. If you have signed into “UWGuest” previously, forget the network on the device, so that the device will automatically connect to the high-speed “UWPlatt” network.
2. Navigate to the wireless settings of your device. Find and select the “UWPlatt” network.
3. When prompted, enter your username and password to login to “UWPlatt” (Note: Android users should enter their username in the “Identity” field and leave the “Anonymous identity” field blank. For guidance, see <https://kb.uwplatt.edu/page.php?id=76295>). If you have entered your information correctly, no further actions are necessary, and you should have access to the network.

Whenever you change your campus password, you will need to forget the network again and login using your new password when connecting to “UWPlatt”.

Gaming systems (Xbox, PlayStation, Wii), streaming devices (Chromecast, AppleTV, Roku), and networked printers may have problems interacting with the network. That is because these systems use services that are not usable on our wireless network. If you have these devices, or you want them to be able to interact with each other (i.e. wirelessly printing from your laptop, some Xbox Live, PS3/PS4 features) you can purchase your own wireless router that will eliminate these issues.

Wired Connectivity

Each residence room has two data ports, one on each side, to connect to our network. You can plug any network device into the "DATA" port. This is usually labeled as "DATA" "D01/D02". The "VIDEO" "V01/V02" and "PHONE" "P01/P02" ports are currently not usable and will not connect you to the network. Connecting via Ethernet allows a faster and more reliable connection.

1. Plug your network device (laptop, router, etc.) into the "DATA" port using a CAT5 or CAT6 Ethernet cable. If you do not have one, ITS sells 10 ft cables for \$5, which will be applied to your PASS account. **During move-in**, you may purchase a cable from the ITS student assigned to your hall, or you can stop by the ITS Help Desk on the 1st floor of Karrmann Library to purchase one.
2. If you are using your own wireless router, and it was used before coming to UW-Platteville, we recommend doing a factory reset as our network is set up much differently than home/office networks. **If you need help setting up a wireless router, please contact the ITS employee in the building or contact the ITS Help Desk during move-in weekend.**
3. On your wired device, navigate to any web browser. If the "NetReg" page does not appear automatically, navigate to resnet.uwplatt.edu (if you enter www. before the URL, the page may not load). This website will guide you through registering your device on the network.
4. Once you have registered your device, restart all routers and devices. Within 90 seconds of successfully completing the quiz and restarting your devices, you will be connected to the network.
5. **Wireless routers are Level 3 support. This means routers are allowed on the network, but we cannot provide support for them outside of move-in week. The ITS Help Desk will not troubleshoot routers outside of move-in week.**

Gaming consoles, streaming devices, and other devices that do not have web browsers and are wired directly into the "DATA" port, will need to be registered. This includes, but is not limited to, **PS3s/4s, Xbox 360s/Ones, Wii/Wii Us, Rokus, Chromecasts, AppleTVs.**

You will need to know your device's MAC address to complete the registration process. This is usually found on the label of the device or in the network settings of the device. Documentation on finding the MAC address can be found in the ITS Knowledge Base at <https://kb.uwplatt.edu/page.php?id=31641>.

To register your device, go to <https://www.uwplatt.edu/resnet/register-network-devices> .

Patience is a virtue! During move in week, thousands of users are registering devices at the same time. If the resnet.uwplatt.edu page does not load, or is slow to load, please be patient and let the page load without refreshing. If after many attempts you are still unable to get into NetReg, please contact the ITS Help Desk or the designated ITS student employee in your residence hall.

ITS Knowledge Base is mobile: If you want quick access to our very large ITS Knowledge Base (Kb), you can download the "KB4U" app for Android or iOS. Don't let "University of Illinois" fool you; they are one of the Kb partners. KB4U allows you to browse all our how-to articles on the go. We are constantly updating information and adding new articles, so be sure to check back regularly.

Network Overview:

- As of August 2018, we have approximately 1200 wireless access points in all academic and residence halls, including exterior coverage.
- Our campus bandwidth is currently 10 GBps, to support all residents, staff, faculty, classrooms, etc. and we provide Gigabit speeds on a supply vs. demand basis in the residence halls to provide faster connections for students.
- Each suite in Bridgeway Commons and Southwest Hall has its own AP to provide you with better wireless coverage. Data jacks for wired connections can be found underneath the unit.

Questions? If you have any questions regarding network connectivity, please contact the ITS Help Desk at 608-342-1400, or see your designated ITS student employee at your residence hall during move-in.