

Quick Start Guide: Internet Connection for Students

Audience

This document is for UAH students.

Overview

This document outlines the process of establishing a ResNet or wireless Internet connection.

- Before you begin
- Connecting to ResNet
- Wireless

Details

Before you begin:

- **Network Cable** – If connecting via a wired Internet connection, you must supply your own network cable. If you do not have one, you can purchase one from the UAH Bookstore or from your favorite PC vendor.
- **Operating System and Software** – Your computer should have up to date operating system files and antivirus software. For your convenience, the Enterprise edition of the McAfee antivirus software is available for free to students. Visit <https://www.uah.edu/oit/forms/software> or contact the OIT Help Desk for more information about free antivirus software.
- **Username and password** - Your username is your Charger ID, which is the first part of your UAH email address (characters before the @ sign). It usually consists of your initials followed by four numbers. If you do not remember your current or default Charger ID/password, please contact the OIT Help Desk for assistance.

Note: If you choose to use the campus McAfee software, you must uninstall any antivirus software you might have installed previously.

Connecting to ResNet:

ResNet is the wired network available in UAH residence halls. The following instructions will guide you through the process of establishing a ResNet connection.

1. Connect the network cable from your computer to the Ethernet port, which is located next to the telephone jack on the wall. If there is a blue jack and an orange jack, the orange one is the Ethernet.
2. Launch a web browser (Google Chrome, Firefox, etc.) and navigate to <http://www.uah.edu/>. The UAH Network Access login screen will display.

3. If you are using a phone, tablet, Macintosh, or other device without Windows, enter your Charger ID and password and select **Log In**. Your computer will be connected to the network. There is no need to complete the rest of this guide. If you are using a computer with Windows, click **Download and install the Cisco NAC Agent**. The NAC Agent download will begin.
4. Wait for the Clean Access Agent file to download then open the file. (You may need to confirm your selection by clicking "Open" or "Run.")
5. Follow the on-screen instructions to install the NAC Agent.
6. The Cisco NAC Agent will automatically appear when your computer is connected to the UAH network. To log in, enter your Charger ID and password.
7. Click the **Log In** button.
8. You may be notified that your computer's operating system or antivirus software is out of date. Run Windows Update or update your antivirus, then click **Continue**.
9. You may be required to accept the UAH network usage policies. Click the **Accept** button.

Wireless

If you will be establishing a ResNet connection on campus, please complete the steps above prior to signing on to the student wireless network.

1. Students can access UAH's **Student5** wireless network on their device(s).
2. The network key for Student5 is: **Go Chargers!** (Please be mindful of spaces, punctuation, and capitalization.)
3. Verify your student affiliation by entering your Charger ID and password.
4. For more information about wireless at UAH, reference the Quick Start Guide: Wireless Connection.

If you need assistance, please visit the OIT Help Desk in Salmon Library, or contact the Help Desk by emailing helpdesk@uah.edu or by calling 256-824-3333.