**Connecting a Computer/Smartphone/Tablet to the Wireless Network (One-Time Setup)**

Follow these instructions to connect your device (computer, smartphone, tablet) to the **ccsu-bluenet** wireless network:

1. Open the list of wireless networks and connect to the **ccsu-connect-here** wireless network.
2. Open your web browser and the CCSU Wireless Access screen should open automatically. If it does not, navigate to [https://Guestserver.ccsu.edu/wireless](https://Guestserver.ccsu.edu/wireless).
3. At the CCSU Wireless Access screen, click on the **ccsu-bluenet** button.
4. The Xpress Connect by Cloudpath secure network access wizard will open automatically.
5. Follow the on-screen prompts on your device to install the security certificate and connect to **ccsu-bluenet**.

You have now completed the one-time configuration to connect to **ccsu-bluenet**. Anytime you are on campus, your device will automatically connect to the **ccsu-bluenet** wireless network.

**Connecting a Gaming or Streaming Device to the Wireless Network**

To connect a gaming (PlayStation, Xbox, etc) or streaming (Roku, Apple TV, etc) device to the wireless network, open the list of wireless networks and select **ccsu-gaming**.

Your device should connect to the **ccsu-gaming** wireless network automatically. If it does not, you may need to complete a Gaming/Device Manual Network registration form. To access this form, go to [http://www.ccsu.edu/it/forms.html](http://www.ccsu.edu/it/forms.html).

**Connecting a Computer to the Wired Network in the Mid Campus Residence Hall**

1. Plug one end of your network cable into the network card on your computer and the other end into the data jack on the wall.
2. The XpressConnect by Cloudpath Networks wizard will open automatically. If it doesn’t open automatically, open your web browser and navigate to [http://connecthere.ccsu.edu](http://connecthere.ccsu.edu).
3. Follow the on-screen instructions to install the security certificate and connect to **ccsu-bluenet**.
4. Once you have completed the XpressConnect wizard, you will receive a Successfully Connected notification and your computer will automatically connect to the wired network. Anytime you plug in to the wired network, your computer will automatically connect.
NEED HELP? CALL THE IT HELP DESK

If you are experiencing problems connecting to the wireless or wired network, or for other technology-related issues, call the IT Help Desk at 860-832-1720. There are certain guidelines concerning the level of support we can provide. We will make every effort to resolve your issue over the phone. In the event that your issue cannot be resolved over the phone, we will recommend that you bring your computer to our Walk-In Support Center.

PHONE: 860-832-1720
E-MAIL: techsupport@ccsu.edu
HELP DESK HOURS: MONDAY - THURSDAY 7:30AM - 8:00PM
SLIDAY 7:30AM - 5:00PM
SPECIAL HOURS:
FRIDAY 8/28 7:30AM - 6PM
SUNDAY 8/30 10AM - 3PM

Note: When calling the IT Help Desk for support, please be at your computer.

NEED HELP? VISIT WALK-IN SUPPORT

Walk-in Support is an extension of the IT Help Desk where in-person technology support is provided for portable devices and campus technology. Services include configuring the wireless network, virus and spyware removal, software installation/configuration, and assistance with CCSU-related online systems. Due to liability, we cannot repair personal hardware.

LOCATION: WILLARD HALL ROOM 013
WALK-IN HOURS: FRIDAY 8/28 9AM - 6PM
SUNDAY 8/30 10AM - 3PM
MONDAY 8/31 - FRIDAY 9/4 9AM - 5PM
STARTING TUESDAY 9/8:
MONDAY - THURSDAY 10:00AM - 5:00PM
FRIDAY 10:00AM - 4:00PM

LEVELS OF SUPPORT

Full Support: Licensed versions of Windows 10, 8, 7; Mac OS 10.7 or above and updated versions of the Internet Explorer (for Windows), Safari (for Mac), or Firefox (for Windows or Mac) web browsers.

Limited Support: Licensed versions of Windows Vista; Mac OS 10.6; other Internet browsers such as Chrome.

Unsupported*: Windows XP, 98, 2000, ME, or NT4; Linux; Mac OS 10.5 or below; wireless printers; wireless routers and hubs; Chromecast

*Manufacturers do not provide patches and updates for these systems therefore they may be harmful to our network.

IT SERVICE CATALOG

Visit the IT Service Catalog at https://itservices.ccsu.edu for a comprehensive listing of all IT related resources and services.