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Note: Some HP Wifi-compatible printers may interfere with campus wireless network activity. To keep wireless channels free of interference, follow the steps below to disable HP wireless printer services.

For most models:

1. Use the printer menu and locate the **Setup** option.
2. Select **Network** from the options presented.
3. Select **Wireless Radio** on the menu that follows.
4. Switch **Wireless Radio** off.

HP Photosmart C4780

1. From the front panel, choose **Scan**
2. Scroll to locate and select **Networking**
3. Within the Networking menu, select **Wireless** to disable it.

HP Photosmart D110

1. Some models include a Wifi hardware button, requiring only that you push the button to disable wireless connectivity. The button may need to be held for up to 5 seconds. For those models without a Wifi hardware button, follow the steps below.
    1. Within the menu, navigate to **Settings**.
    2. From the Settings menu, select **Wireless,** and choose **Wireless Settings**
    3. Within Wireless Settings, select **Disable Wireless** and click **Ok**.

HP Laserjet P1102w

1. Press and hold the button shown below for 5 seconds.

2. If the indicator light turns off, the Wifi has been successfully disabled.

IMPORTANT: The links in this article are only accessible when using a computer within Eastern's Network (on-campus).

****New methods to print over campus wireless****

- MobilePrint for printing via email, uploading, or from your mobile device.
- ChromePrint for chromebook users.

****IMPORTANT** - The above options are driver-less. The below options are driver based and require a package download.**

Library Guests

To print to the library printers: ** *Note - There is no longer a Coin operated printer available in the Library* **

1. Guest access is requested at the circulation desk. Photo ID is required.
2. A PIN number is supplied to access three PC's behind the reference desk.
3. Guest then selects a Library printer and hits print.
4. At the Pharos pop-up screen the Guest creates a job name and pin number.
5. Library staff member will then release the job for the Guest at the selected printer using the supplied job name and pin number.

Eastern Students, Faculty & Staff

Windows Computers:

Printing on campus to the Pharos printers listed below via a wireless connection:

1. Connect to the wireless network with your device, using your Eastern ID and password.
2. Install the correct executable file for the printer you wish to use.
3. Choose from the following printers:
    1. Library 107
    2. Library ASC 167
    3. Library 2nd Floor
    4. Library 2nd Floor Color
    5. Webb 410 Computer Lab
    6. Student Center Cafe
4. After the software is installed, be sure to select the printer you wish to use when sending your print job.
5. To uninstall the wireless printing software, use "add/remove programs" in your control panel.

Mac computers:

1. Connect to the wireless network with your device, using your Eastern ID and password.
2. You must download the file to your computer and execute the file from there.
3. Click here to download the installer file for Mac computers.

Campus Residents

1. Use the following guide to add wireless printing for your dorm building, Article 457: Wireless Printing in The Residence Halls.

The ECSU VPN server is a device that creates a Virtual Private Network between your home computer and the Eastern campus. With a VPN connection, you may access files on your Z-drive via the Internet or remote control your office computer from home. For instructions to Remote Control your office computer see Article 7: Remote Desktop Access

IMPORTANT: Only the departments using the ITS Storage Area Network (SAN) have pre-created bookmarks in the VPN. Separate departmental servers such as facilities do not have bookmarks in the VPN. If you do not see your departmental sever you must create your own bookmark. The path to the share must be fully qualified (\\facilities4357.ec-admin.easternct.edu\sharename as opposed to \\facilities4357\sharename).

To connect to the ECSU VPN server:

- Use your browser to connect to https://ecsu-vpn.easternct.edu/
- Alternately, from the ECSU home page, select the Faculty and Staff Menu Item, and choose VPN from the Square Buttons in the center of the page.
  For instructions on how to connect to the ECSU VPN server, go to Article 708: Pulse Connect Secure VPN Client Upgrade



You may now connect to your personal Z: drive or common drive:

- In the Files section click the link that reflects your area of business.
- Click your department folder. If you do not see your department folder, your department may be using their own departmental server. Please see the important note above.
- Click on the folder with your username or the common drive, and the files and folders in your personal Z: drive will appear.
- To bookmark your drive, click Bookmark Selected at the top of the screen. You may name the bookmark in the box that pops up for added convenience.
- Click Add Bookmark to save the bookmark.
- You may now transfer files from your home computer to the drive, from the drive to your home computer, or delete files from the drive.
- To upload a file click the Upload File button and follow the prompts.
- To download a file click on the name of the file and select Save from the popup window.
- To delete a file select the checkbox next to the file you want to delete and click the Delete Selected button.

IMPORTANT: If you check the box to the left of any file or folder names, and select "Delete", they will be permanently deleted from your personal Z: drive on the server. **Be Careful! There is no trash bin or undelete function!**

Eastern Connecticut State University Residential Computing Fact Sheet

The ECSU residential computer network, better known as Resnet, provides network connectivity for all residential students. Resnet is designed to be as reliable as is possible in providing learning services plus office and building operation.

Use a standard ethernet cable to connect your PC to Resnet. Ethernet cables are available in Media 252 (no cost).

Personally owned computers must meet certain criteria to be given Internet access. They must:

- Have properly licensed and UPDATED operating systems and application software.
- Be configured to receive automated operating system updates.
- Have anti-virus software running that is configured to receive automated updates.
- Not have peer to peer software, viruses, or spyware actively running.

When your PC is physically connected to the network and turned on, it will be checked to determine if it meets these requirements. If the PC needs to be updated, directions will be provided. If you need more information about configuring your PC browse to http://help.easternct.edu where you will have access to software upgrades and instructions.

Until these criteria are met, access to the Internet will be blocked. Local services from ECSU, such as E-mail and Blackboard Vista will remain available.

Personally owned computers that have active peer to peer applications, viruses, or spyware will be quarantined: browsing to any external web site will return a page explaining that the PC is quarantined. Please see the above Help Page for details and information about how to get out of quarantine.

Students are responsible for maintaining the configuration of their PC. ITS staff cannot repair or reconfigure personally owned computers.

Several network security tools are in use which helps provide enhanced reliability for Resnet. There are a number of network gateway devices, such as Packeteer and Interspect that screen for illegal applications or activities consistent with virus activity. The Cisco Clean Access product enforces basic personal computer hygiene. Anti Virus software is required, which further enhances personal computer hygiene. While these are common requirements in an enterprise computing environment, they may at first pose an obstacle for the home user. ECSU Information Technology Services (ITS) is committed to helping the Resnet computer user succeed in this enterprise environment.

Local services such as the Blackboard Vista course management system, student E-mail, on-line course registration, anti-virus software, and directions for self-directed help are all available online even when the PC is blocked or quarantined.

Email Web Access

Faculty, Staff, and Students can access their email online using the following URL:

- Office 365 Portal

IMPORTANT: When entering your account info use the whole email address.

On campus access of web mail should not require Multi Factor Authentication (MFA). Accessing email from off campus will require MFA. To learn about and set up MFA for off campus access, go to Article 516: Multi Factor Authentication (MFA) Frequently Asked Questions (FAQ)

More information about using Outlook on the web can be found at https://support.office.com/en-us/article/get-help-with-outlook-on-the-web-cf659288-35cc-4c6c-8c75-e8e4317fda11

Residence Hall Network Connection Policy

The following is a list of rules and regulations established by Connecticut State University governing student connections to the campus computer network from within the Residence Halls.

1. The student will agree to abide by all CSU and ECSU policies governing the use of campus computing facilities.
2. The student will provide a microcomputer or terminal capable of a network connection. (The University will provide, upon request, a list of typical equipment, cables, terminal emulators, and operating systems that can be used to connect to the network.)
3. The student is responsible for all installation configuration, and repairs to personal computers and peripheral equipment, including cables, network cards, and software used to connect to the network. The student is responsible for troubleshooting and maintaining their own equipment.
4. The student shall follow and implement any instructions given by the Data Center as regards network configuration and addressing. Failure to do so can have a detrimental impact on other students in the residence hall. The Data Center reserves the right to disconnect without notice any equipment which is judged to be causing network problems or does not conform to our recommended configuration.
5. Any attempt by the student to break into other's computers, accounts, or other similar destructive behavior on the network will result in the immediate loss of network connection plus result in disciplinary and/or legal action.
6. The student will not tamper with or modify in any way, university-owned equipment or the wiring connection in the wall of their Residence Hall room. Failure to comply will result in the discontinuance of network services to the room, as well as any necessary disciplinary and/or legal action. The severity of the violation will determine the type of action that the University and/or the State will take against the violator.
7. The University will not store student computer addresses in its Domain Name Servers.
8. Network users must comply with all copyright laws or agreements governing the use or duplication of software or other proprietary data.

****New methods to print over campus wireless****

- MobilePrint for printing via email, uploading, or from your mobile device.
- ChromePrint for chromebook users.

****IMPORTANT** - The above options are driver-less. The below options are driver based and require a package download.**

Choose the appropriate link below to install the printer for your building

Windows computers:

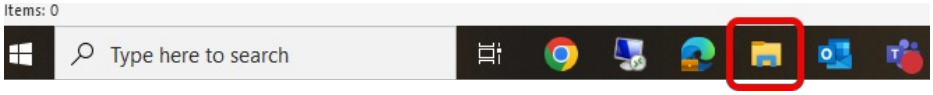
- Burnap Hall
- Burr Hall
- Constitution Hall
- Crandall Hall
- High Rise Hall
- Laurel Hall
- Mead Hall
- Niejadlik Hall
- Noble Hall
- Nutmeg Hall
- Occum Hall
- Winthrop Hall

Mac computers:

- All dorms and public areas.

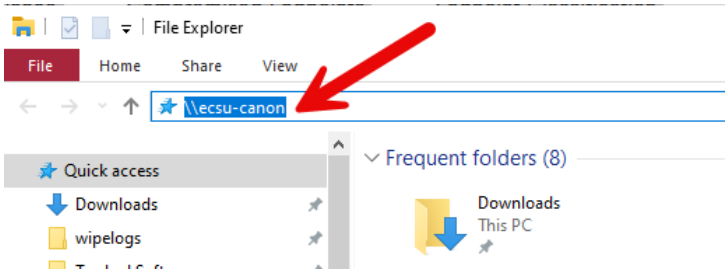
IMPORTANT: These instructions are intended for use only on Windows devices.
****If you are using a laptop, you must be plugged into the wired network via ethernet or docking station.****

1. Open File Explorer



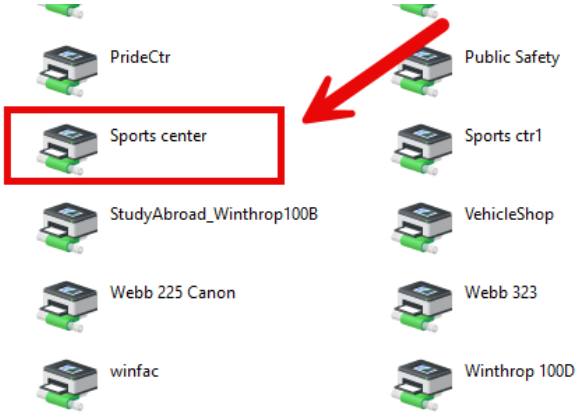
2. In File Explorer, enter the following and hit ENTER:

- For B&W Canon printers: \\ecsu-canon
- For colored Kyocera or other brands: \\ecsu-others
- For Enclave users: \\ecsu-encprint



3. Once the folder opens with the printers listed, navigate to the one you are trying to add. You will need to know the model and name of the printer you are trying to add.
Example: \\ecsu-canon**Sports center** or \\ecsu-others**Athletics-Color**

4. To add, you can double click the printer name OR right click -->connect. This will add the printer to your machine, and you can select it to use.



The following instructions require that you log into a Windows computer on the network at Eastern:

- Go to the start menu and click on Computer.
- Right-click on the Z-Drive if the file was in the main directory. If the file was in a subfolder, right-click the subfolder.
- Click Properties.
- Click on the Previous Versions tab, then highlight the previous version in which you wish to pull the previous document from.
- Click Open. A window will appear showing the contents of the version of that folder.
- Highlight the file you want to recover.
- Right-click the file and select Copy.
- Open a new Windows Explorer window. Find the file location in which you wish to put the copied folder.
- Right-click inside the folder and select Paste.

When is the VPN necessary?

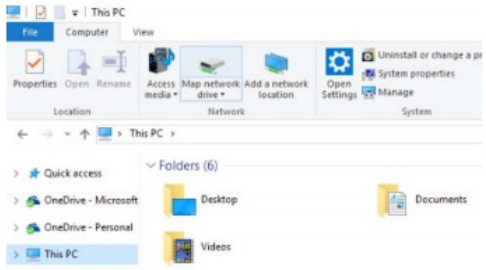
If your specific task requires that you use any of the applications listed below, you will need the VPN:

- **Web focus**
- **Banner**
- **Enclave**
- **Files saved on local computer hard drive**
- **Any specific applications only available on your office computer**

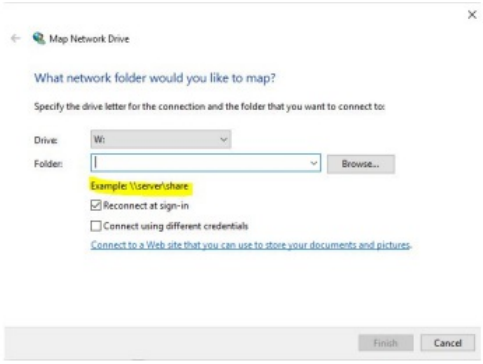
You don't need the VPN to do the following:

- **Web conferencing** - Always use the local computer (not the remote computer). Your local computer is where you are located when web conferencing.
- **Email** - Use via a browser and access the O365 web version of your Eastern email: https://outlook.office.com/mail/inbox
- **eWeb** - Use a browser to access eWeb via the O365 portal using a browser: https://www.office.com/?auth=2
- **MS Office productivity software (Word, Excel, PowerPoint, etc.)** - the online versions can be accessed via a browser using Eastern's O365 portal: https://www.office.com/?auth=2
  - Students, faculty, and staff can install the desktop version by downloading the home use software. Visit our MS Office 365 knowledgebase article for full details: https://easternct.makekb.com/entry/477/
- **OneDrive** - cloud individual storage: https://www.office.com/?auth=2
  - For further information, visit our knowledgebase article Getting Started with OneDrive and SharePoint Commons: https://easternct.makekb.com/entry/508/
- **SharePoint** - cloud departmental storage: https://www.office.com/?auth=2
  - For further information, visit our knowledgebase article Getting Started with OneDrive and SharePoint Commons: https://easternct.makekb.com/entry/508/
- **Adobe Acrobat and all other Adobe Creative Cloud products**
  - Students can get Abobe software at a discount by visiting: https://easternct.onthehub.com/WebStore/OfferingDetails.aspx?o=b9430f83-d531-e311-93f6-b8ca3a5db7a1.
  - Faculty or staff can install the desktop versions by downloading the home use software. Visit our Installing Adobe Creative Cloud Applications knowledgebase article for full details: https://easternct.makekb.com/entry/467/

1. Open "**File Explorer**" from the taskbar or the Start menu, or press the Windows logo key + E.
2. Select "**This PC"** from the left pane. Then, on the computer tab, select Map network drive as shown below.



3. In the drive list as shown in the graphic below, select a drive letter. Any available letter will do.
4. In the "**Folder**" box, type the path of the folder using the example path as shown below for the proper format. **Example:** \\ecsu-group2\admission
5. Leave "**Reconnect at sign-in**" box checked.
6. Select Finish.



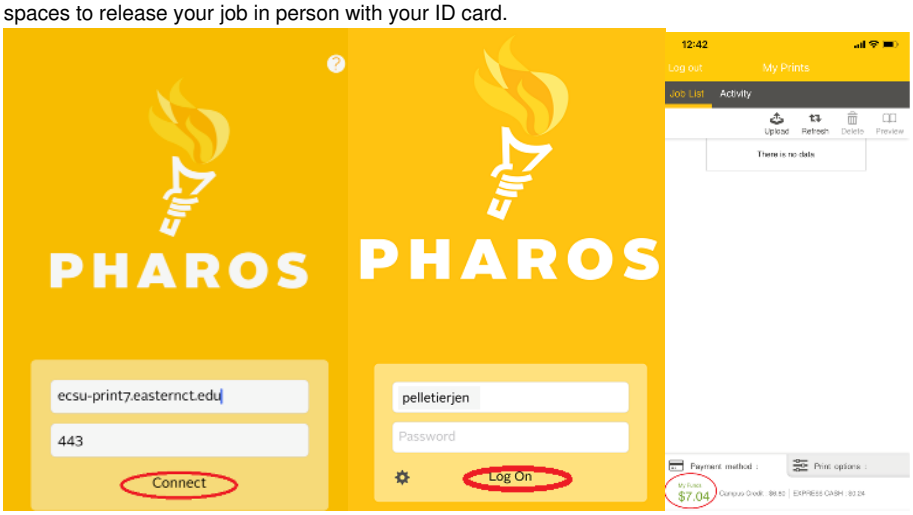
Note: If you do not know the correct path to your network share or can't connect to it (which may be a permissions issue), please contact the ITS Help Desk at helpdesk@easternct.edu or x5-4346

How to use MobilePrint:

1. **Email submission**: From your student email attach the document that you want to print and send it to ecsu-pharosprint@easternct.edu . After the job has been successfully submitted a follow up email will be sent. Next head to any of the Pharos printers on campus either in your Res Hall or in the public spaces to release your job in person with your ID card. **Note - MobilePrint is configured to only process attachments. If a pic or file is in the body of the email an error message will be sent to the user.**
2. **Upload**: Login to Pharos Print Center https://ecsu-print7.easternct.edu/myprintcenter/ while on-campus with your Eastern account (no @my.easternct.edu). Select the Upload button, browse to the document you want to print and select it. Print Center should show as processing, once it has finished head to any of the Pharos printers on campus either in your Res Hall or in the public spaces to release your job in person with your ID card.



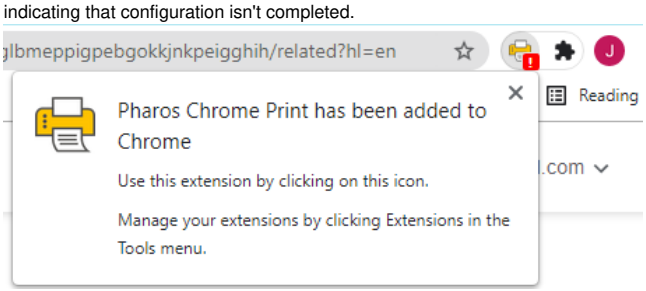
3. **Mobile app**: From your mobile device search for the Pharos Print app and install (do not install the Pharos Sentry Print app). iOS users can download from the direct link here in the Apple Store; Android users can download from the direct link here in the Google Play App Store. Once the app is installed fill in ecsu-print7.easternct.edu for the Server address and leave 443 as the port then hit Connect. Login with your Eastern account (no @my.easternct.edu). Once logged in you will have the Upload option like above, select Upload and Browse for the Photo or File you want to print. After the app states it has finished processing head to any of the Pharos printers on campus either in your Res Hall or in the public spaces to release your job in person with your ID card.



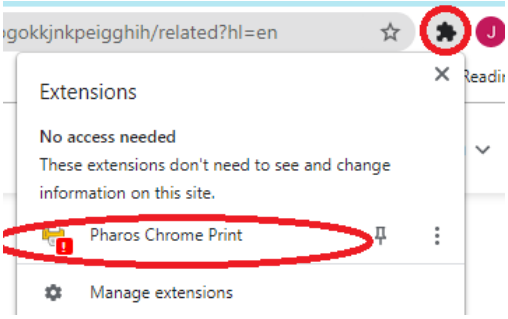
IMPORTANT - Please note that the **Upload option is only available from any campus wired computer or any device connected to campus wireless. The **Mobile app** is only available while connected to the campus wireless network and will not work if using cell data or off-campus.**

How to Use Chrome Print - intended for Chromebook and Chrome users

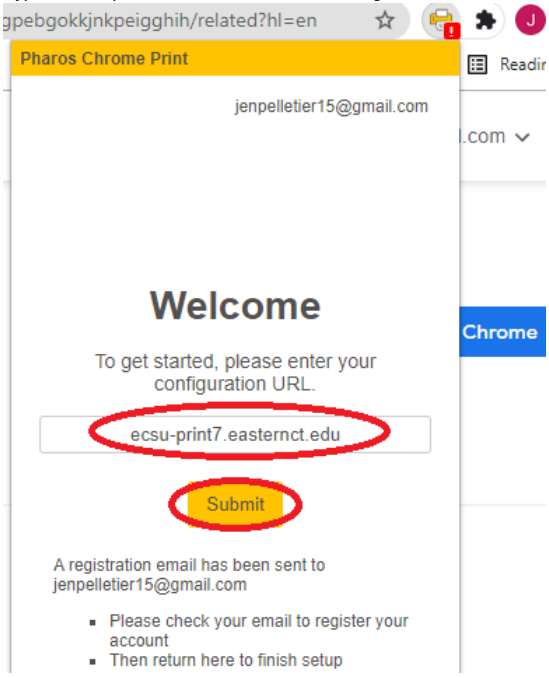
1. In order to use Pharos Chrome Print you need to be signed in to the campus wireless as well as being signed into your Chrome account with the Sync function enabled. Chrome Print will not work in Guest Mode or off-campus.
2. Once logged into Chrome with sync enabled you will need to install the Pharos Chrome Print extension from the Chrome Web Store. Search for Pharos Chrome Print or choose the direct link here and click Add to Chrome.
3. Click the Add extension button. A message should appear that the Pharos Chrome Print extension has been added. An icon with a red exclamation should be shown indicating that configuration isn't completed.



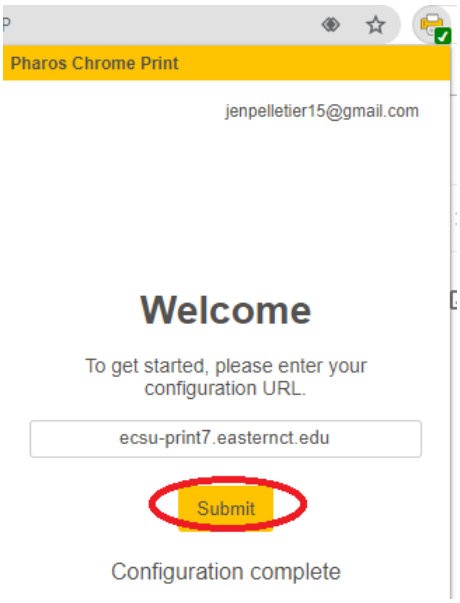
4. Click the manage extensions icon to configure the extension for use on Eastern's campus. Then click the Pharos Chrome Print under the Extensions pop-up.



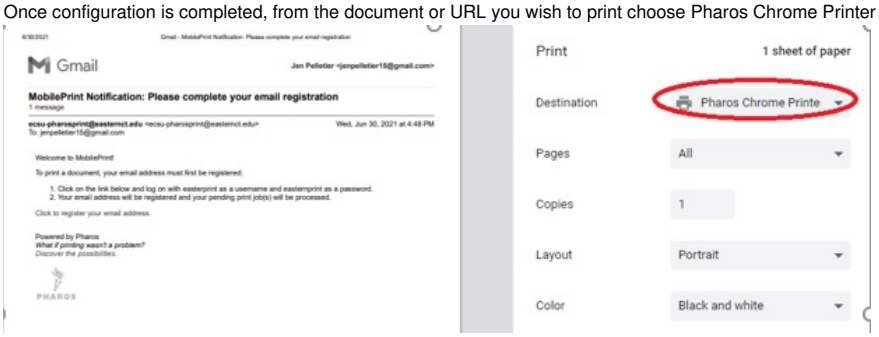
5. Type in ecsu-print7.easternct.edu for the configuration URL and hit Submit. A registration email will be sent to your Chrome email account.



6. Login to your Chrome email account and complete the registration process by clicking the link sent to you.
7. The link will bring you to the Pharos Print Center where you will complete the registration process by logging in using your Eastern account (no @my.easternct.edu).
8. Once logged in to the Pharos Print Center you will be registered, you can now logout of the Pharos Print Center.
9. In order to complete registration after logging off, hit submit under the Pharos Chrome print extension. A message should be displayed 'Configuration complete' and the extension will appear with a green check mark.



10. Once configuration is completed, from the document or URL you wish to print choose Pharos Chrome Printer as your destination and hit Print.



11. Next head to any of the res hall or public Pharos printers on campus to release your job in person with your ID card.

Adobe Sign Account Request Workflow

The new Adobe Sign Computer Account Request workflow is available here. The workflow can be completed by following the steps below:

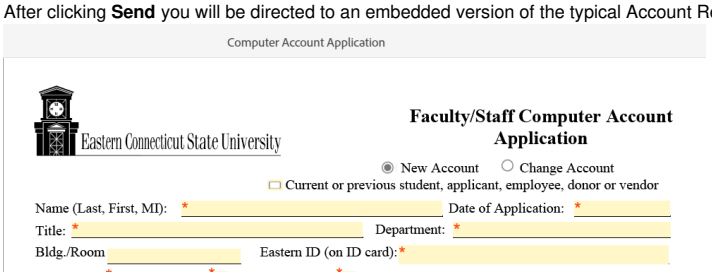
1. Enter the recipient information in the Applicant and Department Head required fields.



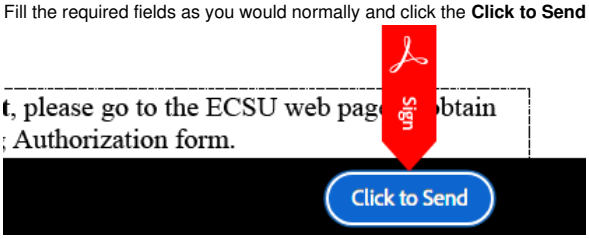
2. Enter a Cc'd recipient if so desired and click the **Send** button to proceed to filling the form.

   Note: No emails will be sent until the Account Request Form details are prefilled. Clicking the **Send** button does not immediately send the form for signature.

3. After clicking **Send** you will be directed to an embedded version of the typical Account Request Form:



Fill the required fields as you would normally and click the **Click to Send** button:



Windows users: The uninstall and install instructions below apply to those using **Terminal Sessions** to connect from one **Windows** computer to another.
MacOS users and others using the HTML5 Access Sessions can jump to those instructions.

These instructions are valid on or after January 10, 2025.

This article covers:

1. Uninstalling the previous client (for Windows users)
2. Installing the new client components (for Windows users)
3. Creating a Terminal Sessions bookmark (for Windows users)
4. Launching a session from a Windows PC
5. Launching a session for MacOS users and others using the HTML5 Access Sessions
6. Creating an HTML5 Access Session bookmark
7. Troubleshooting

Windows users

Windows users connecting to an on-campus device using a **Terminal Session** must upgrade their Pulse Connect Secure client. The upgrade process involves two steps:

1. Uninstalling the previous client.
2. Installing the new client components.

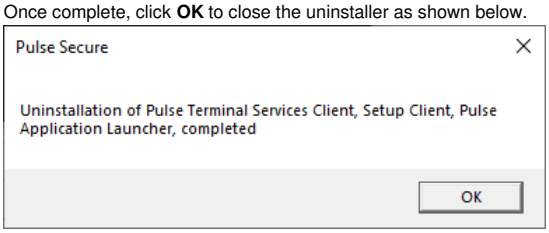
These instructions must be followed on the device you use to connect from off-campus (e.g. laptop, at-home computer) . The sections below outline the steps necessary to complete the upgrade process.

1. Uninstalling the previous client

1. Download the Pulse Connect Secure client uninstaller by clicking the link below.
   PCSUninstaller.exe

2. Double-click the downloaded executable to run it. If you can't locate the downloaded file, more information is available here.

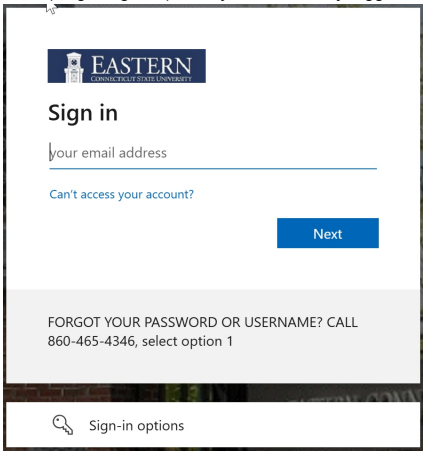
3. Once complete, click **OK** to close the uninstaller as shown below.



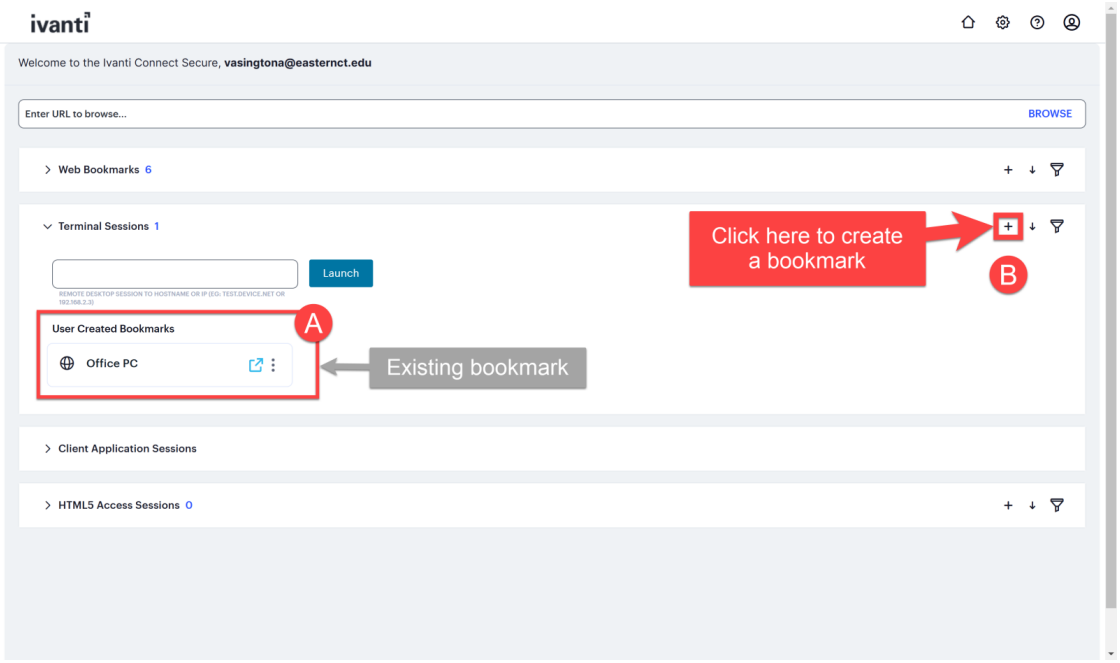
2. Installing the new client

2. Navigate to the VPN by clicking the link below.
   https://ecsu-vpn.easternct.edu

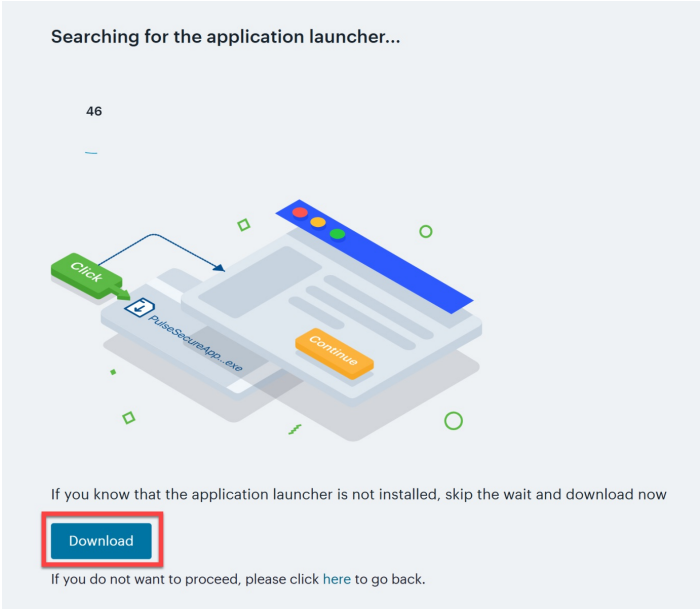
3. If prompted, log in using your Eastern username and password and authenticate with MFA (multi-factor authentication). This new VPN instance is configured to use SSO (single-sign-on), so if you are already logged in to O365 on the browser, you may not be prompted to log in. This is an expected behavior.



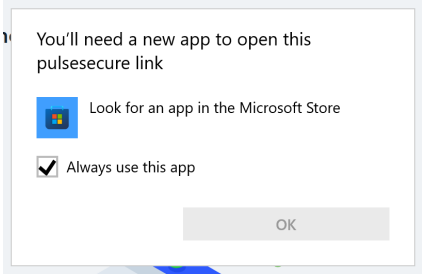
4. Once logged in, Windows users, if you already have a User Created bookmark for your Eastern onsite computer **(A)**, click your Terminal Sessions bookmark to initiate the one-time installation of a new VPN client.



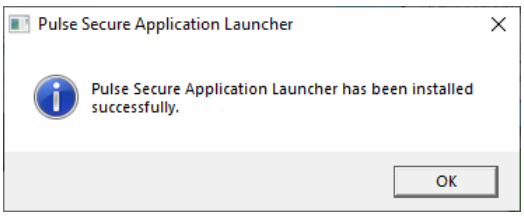
5. Click the **Download** button at the page shown below.



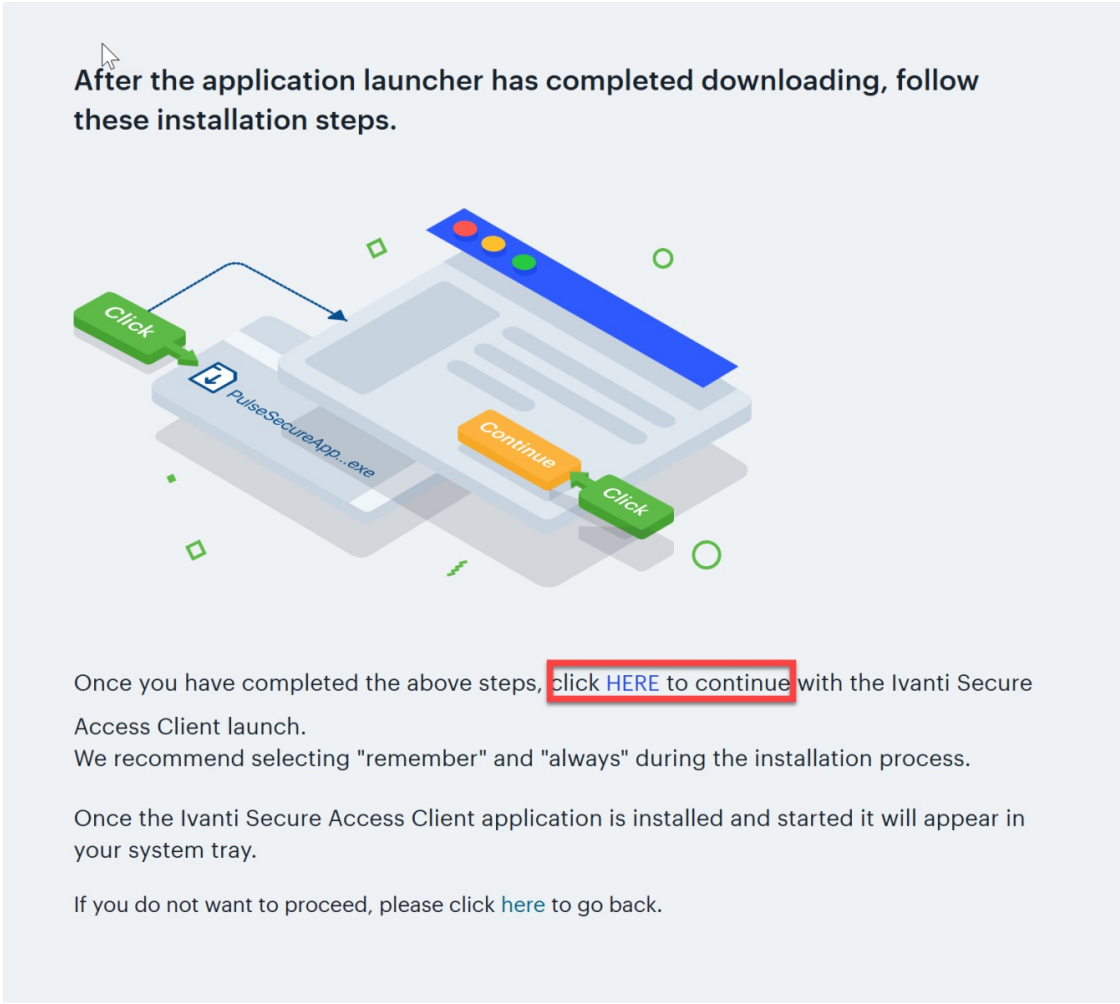
6. *Note: if a Look for an app in the Microsoft Store message window appears, ignore this message and hit the ESC key on your keyboard to clear window.*



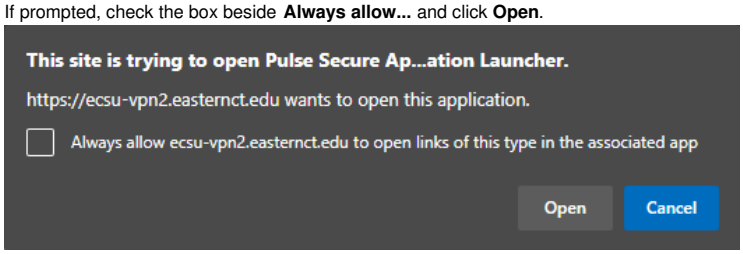
7. Double-click the downloaded executable **PulseSecureAppLauncher.msi** and click **OK** once complete.



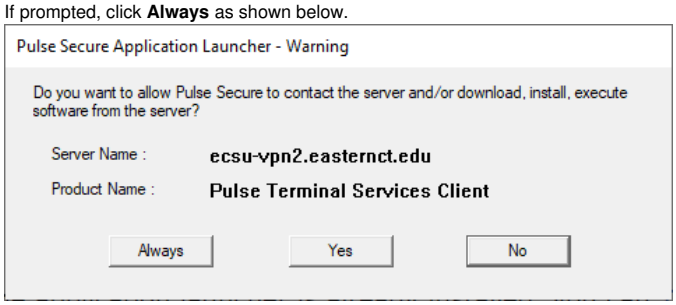
8. Return to the previous VPN page and follow the displayed instructions by clicking the **HERE** link highlighted below.



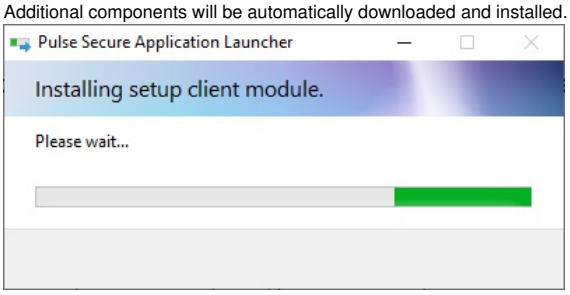
- If prompted, check the box beside **Always allow...** and click **Open**.



- If prompted, click **Always** as shown below.



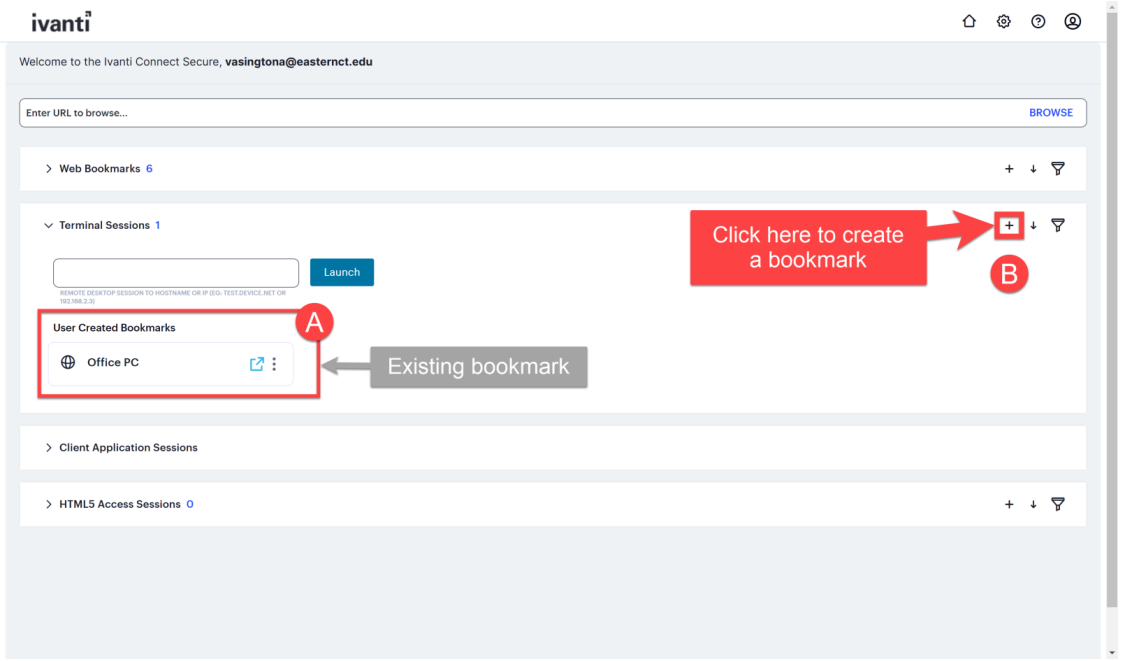
9. Additional components will be automatically downloaded and installed.



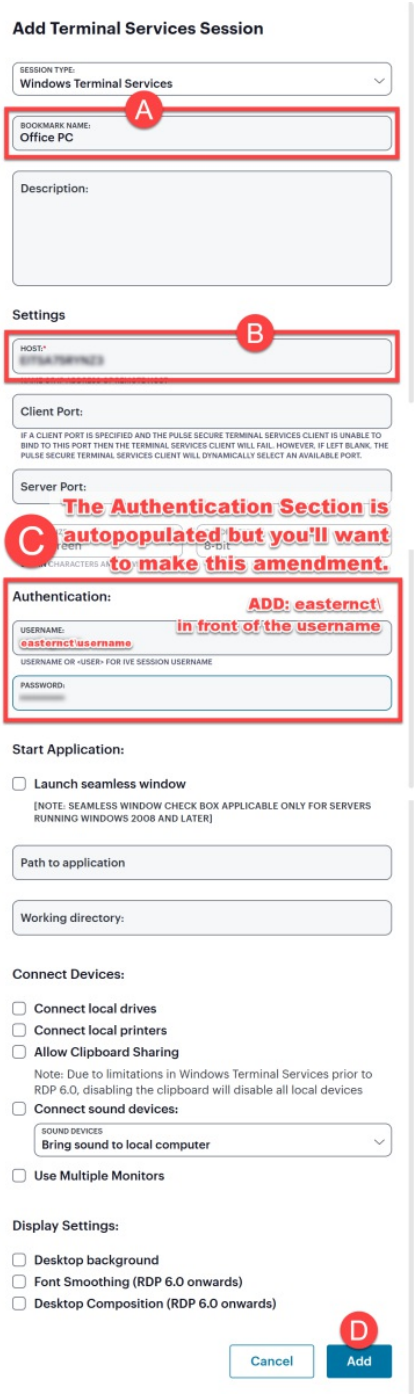
10. Once complete, you will automatically be connected to your on-campus Windows computer.

Creating a Terminal Sessions bookmark

1. If you do not have an existing bookmark, (B) create a Terminal Sessions bookmark by clicking the + sign in the upper right corner of the Terminal Sessions box.



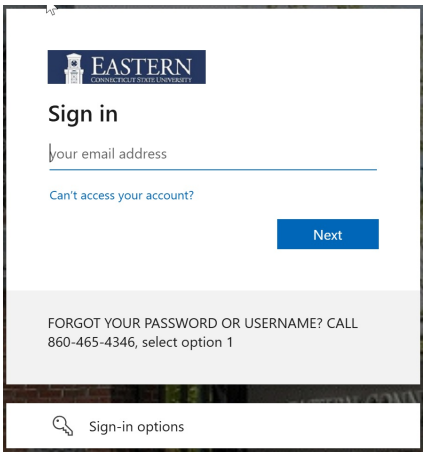
2. In the resulting pop-out:
   A. Enter a Bookmark name. e.g. Office PC
   B. Enter the computer name. Refer to Article 709: How to Locate Your Computer Name on a Windows Computer if you need to identify a computer name. If needed, you may contact the Eastern Helpdesk for assistance.
   C. In the auto-populated Authentication section, add **easternct** before the username. e.g. **easternct\username.**
   D. Click Save.



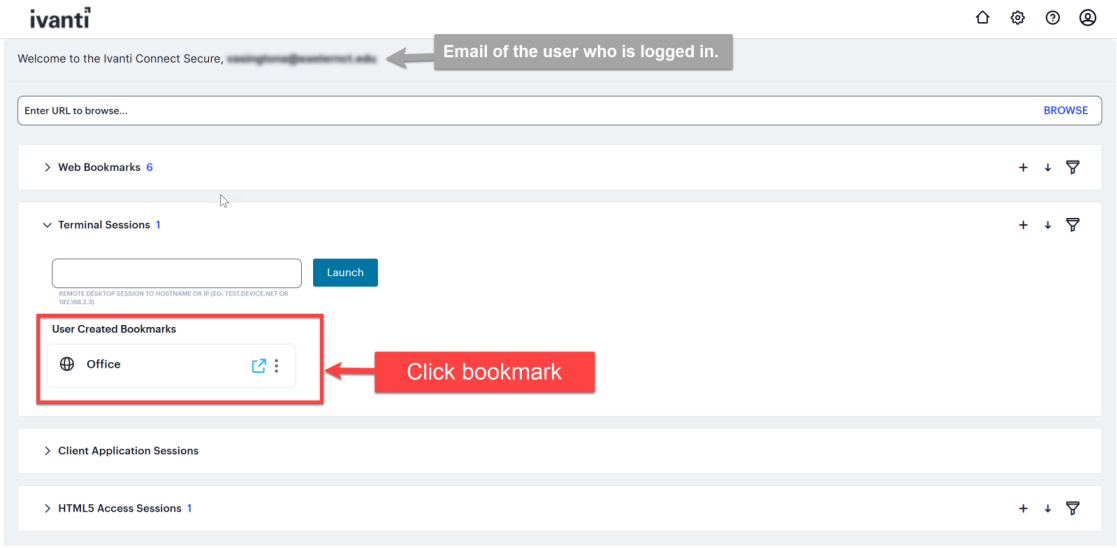
Launching a session from a Windows PC

1. Navigate to the VPN by clicking the link below.
   https://ecsu-vpn.easternct.edu

2. If prompted, log in using your Eastern username and password and authenticate with MFA (multi-factor authentication). This new VPN instance is configured to use SSO (single-sign-on), so if you are already logged in to O365 on the browser, you may not be prompted to log in. This is an expected behavior.



3. Once logged in, Windows users, if you already have a User Created bookmark for your Eastern onsite computer **(A) click your Terminal Sessions bookmark** to launch a session.
   If you need to create a terminal Session bookmark *click here.*



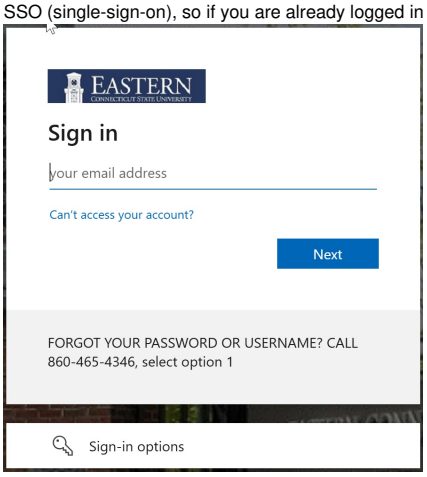
4. You will be connected to your on-campus Windows computer.

Launching a session for MacOS users and others using the HTML5 Access Sessions

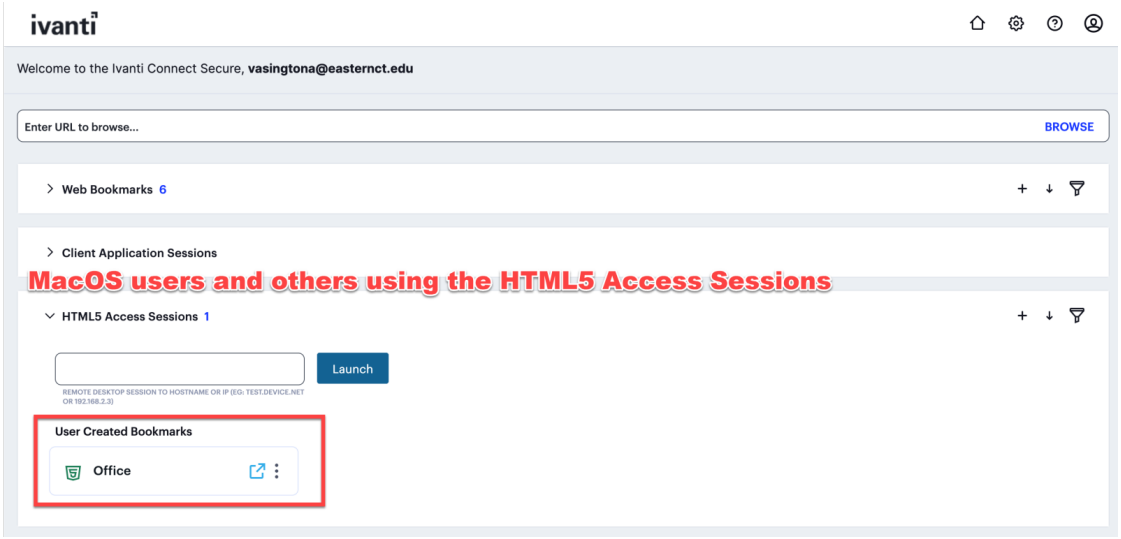
MacOS users and others using the HTML5 Access Sessions, need not install any client.

1. Navigate to the VPN by clicking the link below.
   https://ecsu-vpn.easternct.edu

2. If prompted, log in using your Eastern username and password and authenticate with MFA (multi-factor authentication). This new VPN instance is configured to use SSO (single-sign-on), so if you are already logged in to O365 on the browser, you may not be prompted to log in. This is an expected behavior.



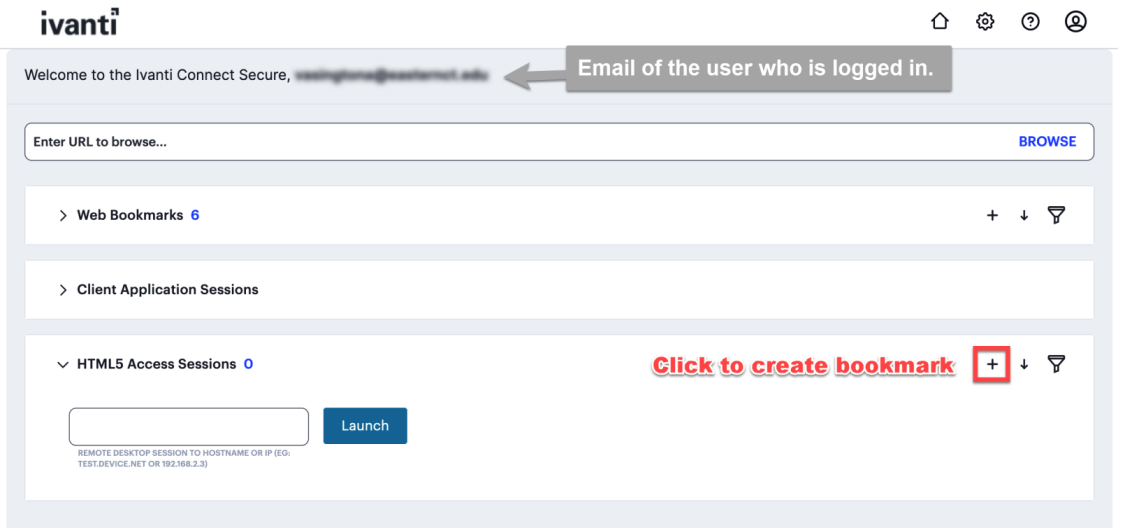
3. Once logged in, MAC users, click the bookmark under the User Created bookmarks for your Eastern onsite computer.
   If you need to create an HTML5 Access Session bookmark, *click here*.



4. You will be connected to your on-campus Windows computer.

Creating an HTML5 Access Session bookmark

1. Click the + sign in the upper right corner of the HTML5 Access Sessions box.



2. In the resulting pop-out:

   A. Enter a Bookmark name. e.g. Office
   B. Enter the computer name. Refer to Article 709: How to Locate Your Computer Name on a Windows Computer if you need to identify a computer name. If needed, you may contact the Eastern Helpdesk for assistance.
   C. Click Save.

D.



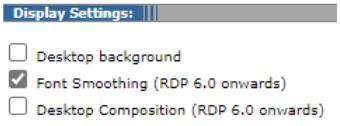
Troubleshooting

- **Fonts appear fuzzy, or otherwise malformed**

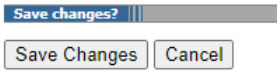
1. Click the **Item Properties** button beside your Terminal Sessions bookmark, circled below.



2. Scroll down to the bottom and check the **Font Smoothing** box under **Display Settings**



3. Click **Save Changes**



4. If your VPN remote control session is still running, close it and relaunch it to apply the font changes.

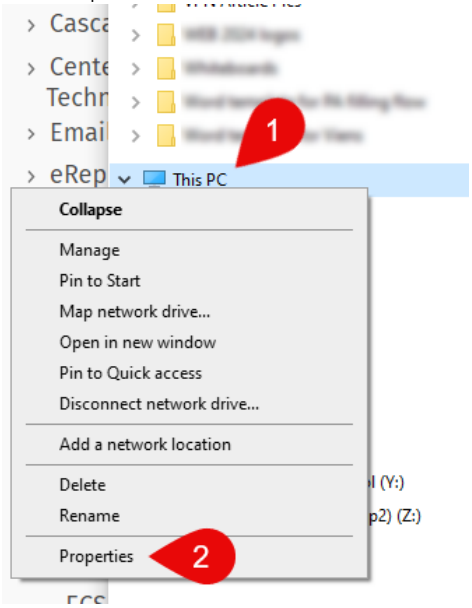
This article provides instructions on locating your computer name on a Windows computer.

Locating your computer name can be useful for various purposes, including network identification and troubleshooting. Here are several methods to find your computer name on a Windows computer. Here are three ways to locate you Windows computer name.

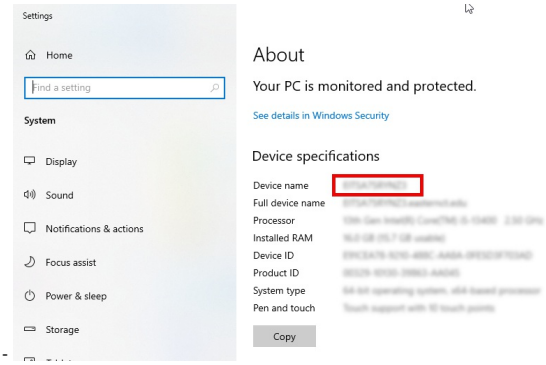
- Method 1: Using the System Properties
- Method 2: Using Command Prompt
- Method 3: Using Windows Settings

Method 1: Using the System Properties

1. In a file explorer window, right-click on This PC or My Computer
2. Select Properties



3. Locate the Device Name

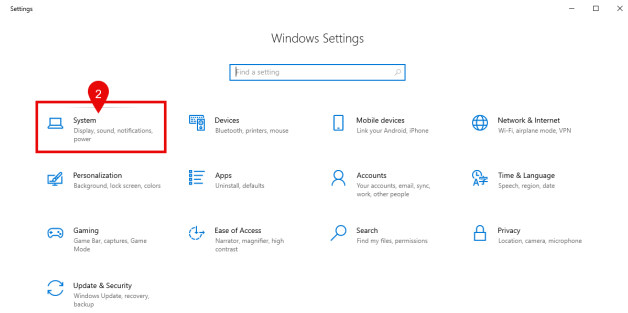


Method 2: Using Command Prompt

1. Hold down the **Windows key on the keyboard** + R, type **cmd**, and hit Enter.
2. In the resulting Command Prompt window, type the following command: **hostname** and press Enter
3. The output will display your computer name.

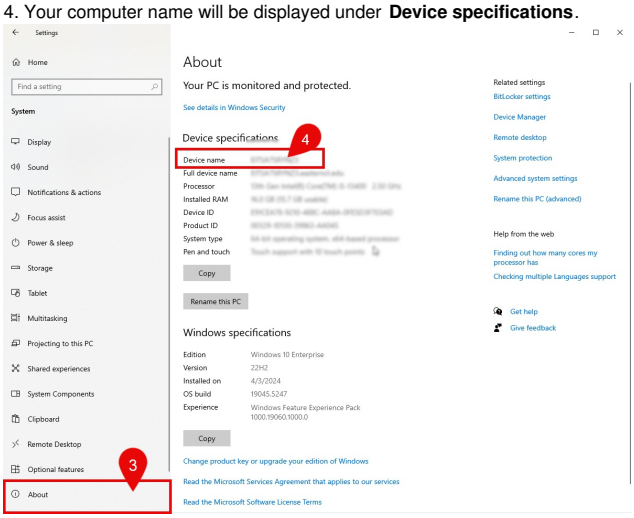
Method 3: Using Windows Settings

1. Click on the Start menu and select the gear icon to open Settings.
2. In the Settings window, click on System.



3. Scroll down on the left-hand menu, select **About**.

4. Your computer name will be displayed under **Device specifications**.



***Please note this article is currently under review.**

Optimization Bandwidth for Video Conferencing

In an effort to increase the quality of online meetings for our customers we have created an easy to use a checklist of "best practices" for connecting to an online video conferencing service such as MS Teams or Blackboard Collaborate. Understanding the quality of bandwidth access available and the common causes of packet loss will help increase the quality of your online video meetings.

Reducing Data

- **Leave video off when you don't need it**

For meetings where seeing each other isn't that important, turning your camera off is the easiest way to reduce the amount of data going in and out of your computer. You can adjust your settings, so you always join meetings with your camera off, and choose to have attendees' cameras off for meetings you set up. Take into consideration that students may be accessing the video conference using their cellular data and not all users are able to have unlimited data services. Video consumes a large amount of data and by turning off your video is an easy method for reducing data usage.

- **Mute your audio when not speaking**

While it doesn't use as much bandwidth as your video, you can also reduce your bandwidth somewhat by muting your audio when you're not speaking. Use the Mute button in the bottom left corner of the screen to toggle your audio off and on.

You might also consider using a phone call to connect to your video conferencing meeting audio instead of using computer audio within the meeting. This is especially helpful for those who do not have a computer available, or the audio on their machine that is not functioning. The phone numbers to connect to a session are usually included in the invitation you receive from the host under the heading "Dial by your location."

- **When you do screen share, only share as long as absolutely necessary**

Be sure to stop screen sharing when you no longer need to show your screen. Also, request that other users turn off their screen sharing when they are done with their example.

- **Turn off HD video**

Providing video in High Definition resolution requires significantly more data, so consider turning it off when the quality of the image you're sending isn't critical.

- **Limit high-bandwidth activities by others at your location**

Other people using the Internet from your remote location will affect the bandwidth available to your video conferencing session. Avoid having others stream video or music, play online games, or upload and download large files, as all of these activities can noticeably impact your video conferencing performance.

- **Avoid running other data-intensive applications during video conferencing sessions**

Improve your overall video conferencing client performance by not running other applications during meetings that might also be using a large share of your bandwidth. Examples of data-intensive programs might include streaming video or music sites, or other websites with dynamic content. You can always check your network usage using Activity Monitor on the Mac or Task Manager in Windows to pinpoint which programs are data hogs.

- **Use the recording option for video conferencing meetings**

Faculty and staff hosts who record video conferencing sessions can take advantage of the recording option. You can record meetings and events in the cloud for people who can't attend or for those who want to refer back to what was discussed. When you record to the cloud, you can manage your recordings from the video conferencing site and share them. For more information about cloud recordings, visit the links below to the tools supported by ECSU.

Blackboard Collaborate: https://help.blackboard.com/Collaborate/Ultra/Moderator/Moderate_Sessions/Recordings

MS Teams: https://docs.microsoft.com/en-us/microsoftteams/cloud-recording#:~:text=Turn%20on%20or%20turn%20off,setting%20in%20the%20meeting%20policy.

Internet Speed

- **Check your Internet speed using the following link: https://www.speedtest.net/result/9733127894.**

ECSU offers the most reliable video conferencing platforms, but it's only as good as the internet speed you give it. For video conferencing, you'll need about 1-4 Mbps to run a smooth call. You'll want at least a 1 Mbps upload speed for quality video conferencing.

Resources

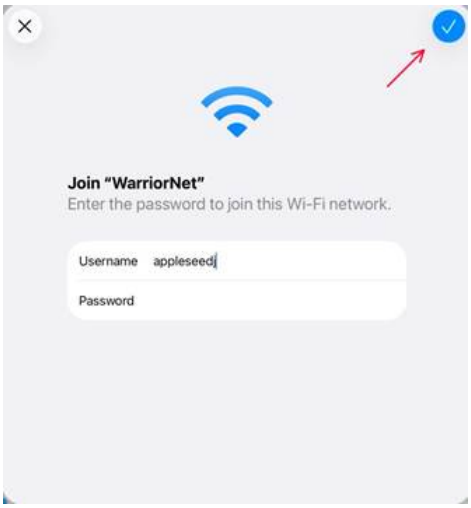
"Improving Video Conferencing with Bandwidth Optimization." HuddleCamHD Blog, 13 Sept. 2017, blog.huddlecamhd.com/how-tos/video-conferencing-bandwidth.
"Reducing Zoom Data and Bandwidth Use." IT@Cornell, 27 Mar. 2020, it.cornell.edu/zoom-zoomforcourses/reducing-zoom-data-and-bandwidth-use#section-2.

Below are the steps on how to connect to Eastern's Wi-Fi networks.

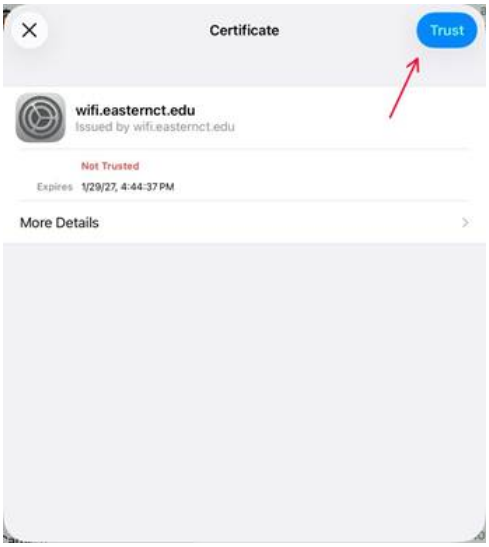
- **How to log into the "WarriorNet" Wi-Fi Network using your ECSU-provided account credentials for the options below. The "WarriorNet" network is used for student and staff personal devices (laptops, phones, tablets, etc.) and ECSU Managed Wi-Fi Devices.**
  - iPhones/iPads
  - Windows Laptops
  - Apple Laptops
  - Samsung Phones
  - Google Pixel Devices
- **How to log into the "ECSU-Public" Wi-Fi Network for the options below.**
  - Connect to Wi-Fi as a guest/visitor
  - Connect a gaming/smart device to "ECSU-Public" network

For iPhones/iPads:

1. Click the "WarriorNet" Wi-Fi network.
2. Sign in with your Eastern username and password.
   - Your username is everything before the "@" in your Eastern email address
   - Example: if your email is appleseedj@easternct.edu, your username is appleseedj
3. Click the check mark to connect.



4. A certificate will pop up.
5. Click trust in the top right.



You are now connected!

For Windows Laptops:

1. Click the "WarriorNet" Wi-Fi network

2. Sign in with your Eastern username and password.
    - Your username is everything before the "@" in your Eastern email address
    - Example: if your email is appleseedj@easternct.edu, your username is appleseedj
3. Click **OK**



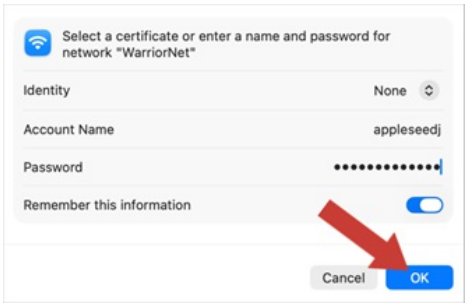
4. Click **Connect**



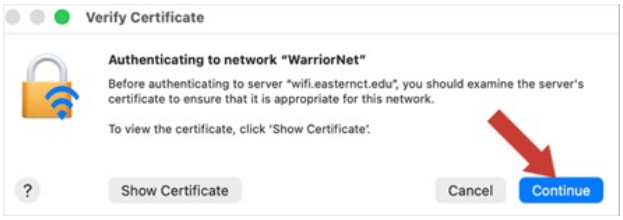
You are now connected!

For Apple Laptops:

1. Click the "WarriorNet" Wi-Fi network
2. Sign in with your Eastern username and password.
    - Your username/account name is everything before the "@" in your Eastern email address
    - Example: if your email is appleseedj@easternct.edu, your username is appleseedj
3. Click **OK**



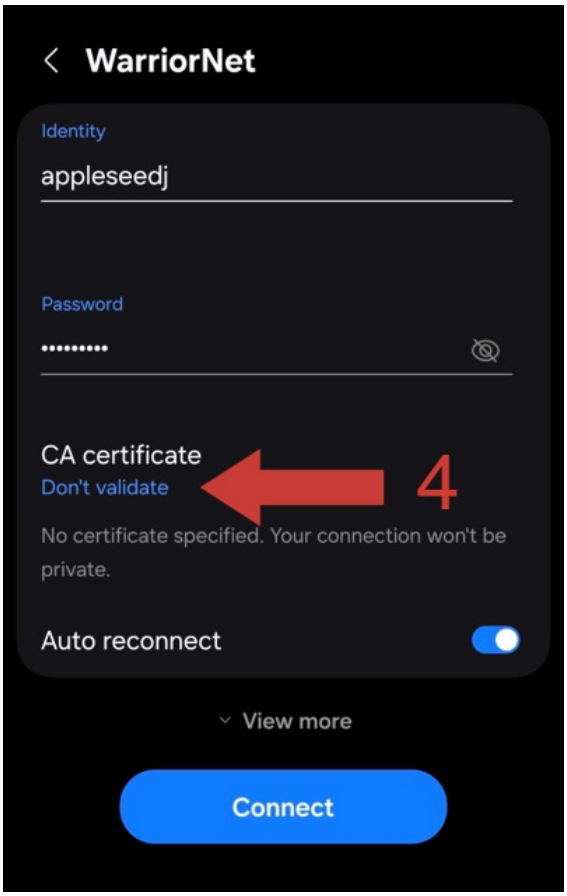
4. Click **Continue** to accept the certificate



You are now connected!

For Samsung Phones:

1. Click the "WarriorNet" Wi-Fi network
2. Make sure EAP method is à "PEAP"
    a. It is this way by default
3. Sign in with your Eastern username and password.
    a. Your username/identity is everything before the "@" in your Eastern email address
    b. Example: if your email is appleseedj@easternct.edu, your username is appleseedj
4. CA Certificate must be set to "Don't Validate"

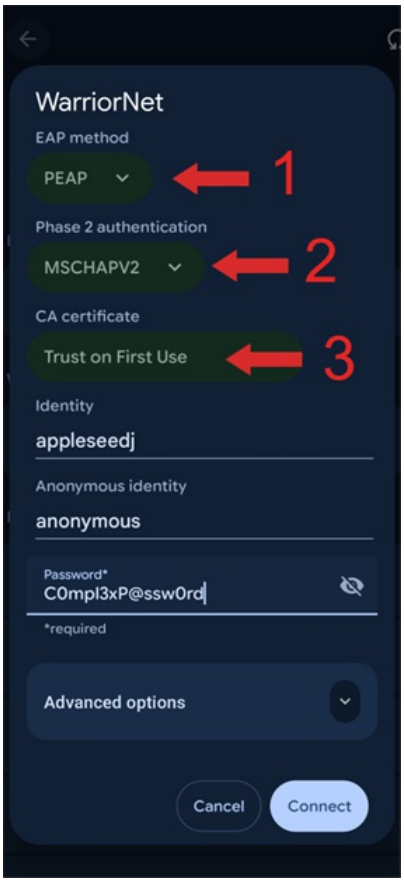


5. Click **Connect**

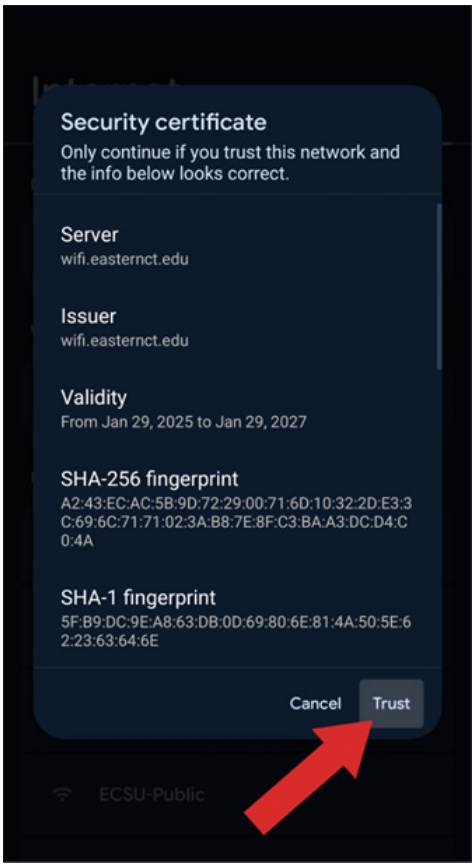
You are now connected!

For Google Pixel Devices

1. EAP Method: PEAP
2. Phase 2 Authentication: MSCHAPv2
3. CA Certificate: Trust on first use
4. Sign in with your Eastern username and password.
    - Your username/identity is everything before the "@" in your Eastern email address
    - Example: if your email is appleseedj@easternct.edu, your username is appleseedj



5. A security certificate will pop up —> Click Trust



You are now connected!

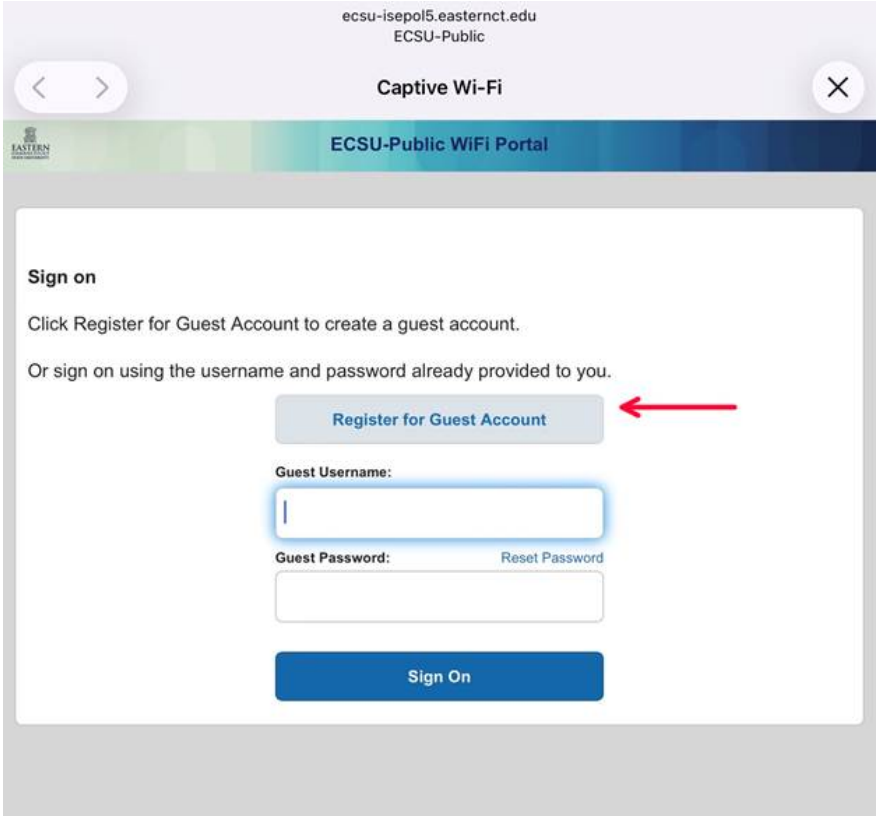
"ECSU-Public" Wi-Fi Network

This network is for guests and visitors.

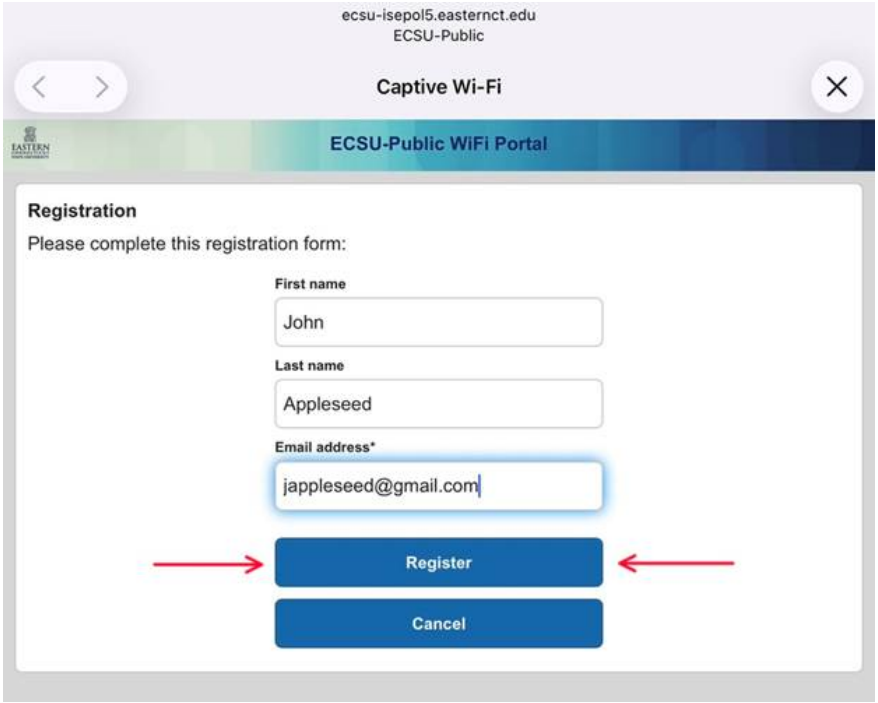
Click the ECSU-Public SSID
Wait for the pop up to pop up

1. Click **Register for Guest Account**

- **NOTE:** If you already have guest credentials from a previous sign in within the last 24 hour window, you can use them in the "Guest Username" and "Guest Password" fields.

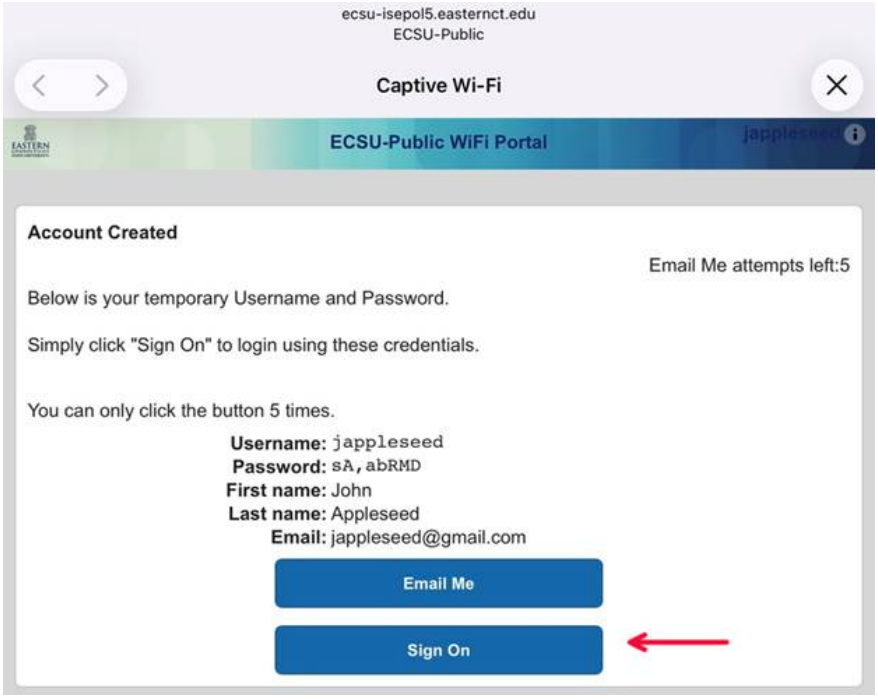


2. Enter Your First Name, Last name, and email address, and then click **Register**

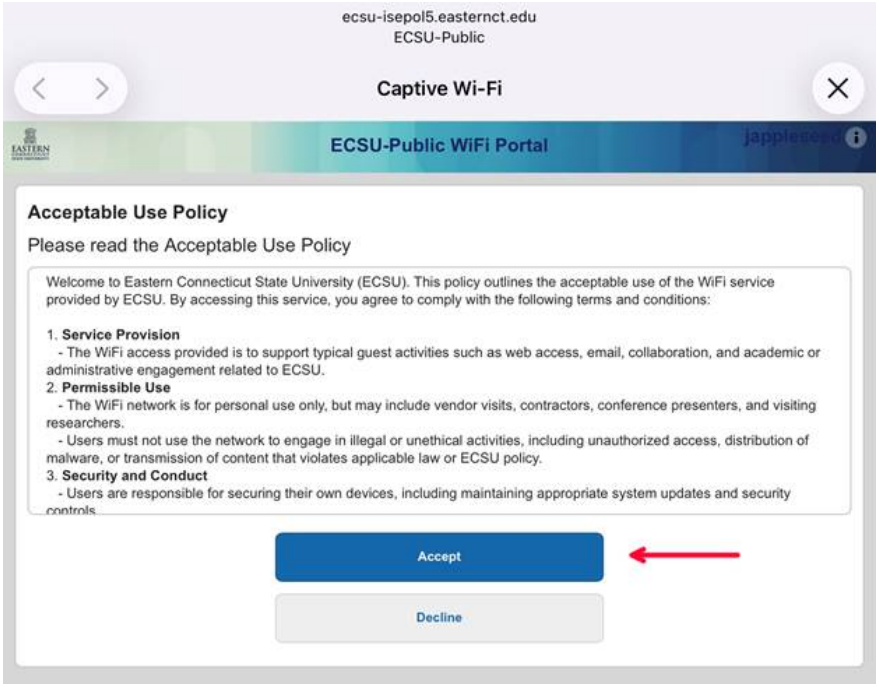


3. Click S**ign On**

- **NOTE:** The username and password displayed on this page, can be re-used for other devices that you plan to put on the ECSU-Public network. You can put these credentials in, in the beginning of step one, instead of clicking "Register for Guest Account"
- These guest account credentials will be sent to the associated email. The credentials will be valid for 24 hours.



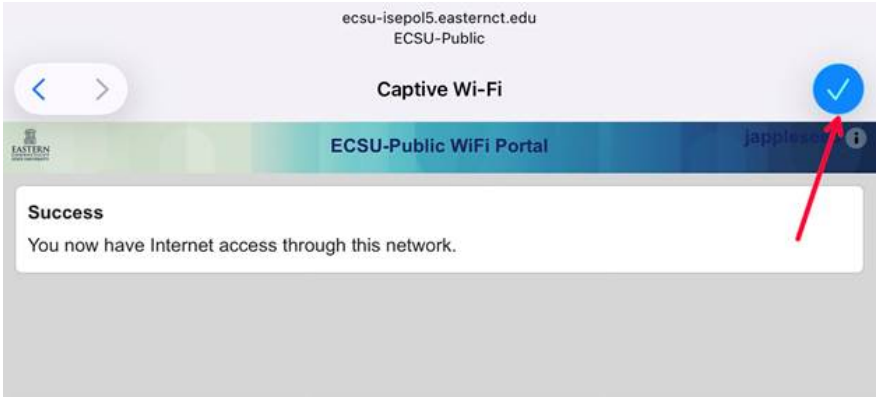
4. **Accept** the Acceptable Use Policy



5. Click **Continue**



6. Click out of the pop-up if it does not close automatically



"Eduroam" Wi-Fi Network

Visitors that have been assigned login credentials at other educational institutions can login to this network using those credentials.

The instructions are the exact same process as "WarriorNet"

- You must use your **full home institution email address** and password to sign into Eduroam

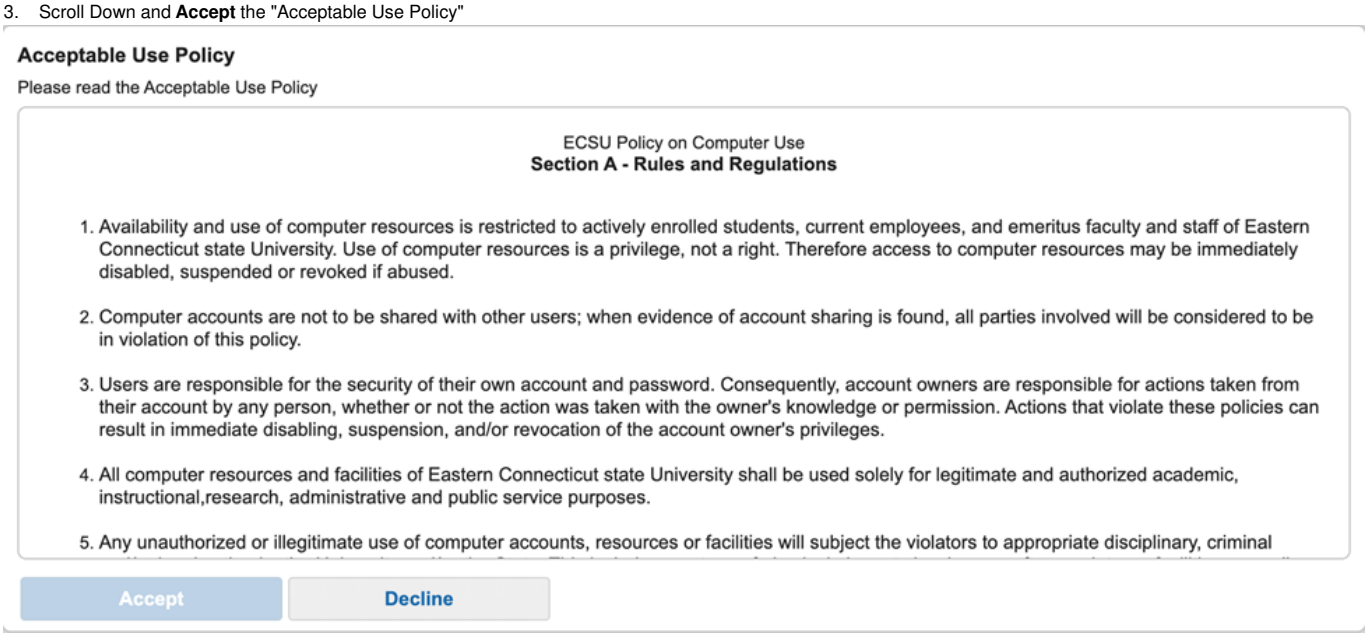
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How to Connect a Gaming/Smart Device to ECSU-Public:

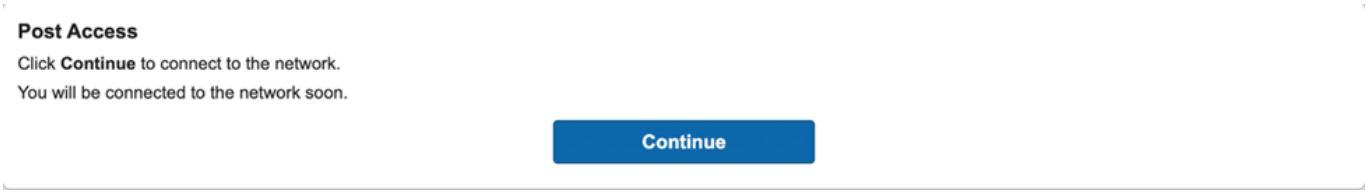
1. Obtain the Mac Address of your device
    - It is in a format like this: 76:73:af:bc:82:fb
    - Usually it is under the network settings of a device
    - Google is the best tool to find the location of the device's mac address
        - **Example:** "How to find mac address of Playstation 5"
2. Scan the QR code **-OR-** go to: mydevices.easternct.edu

mydevices.easternct.edu

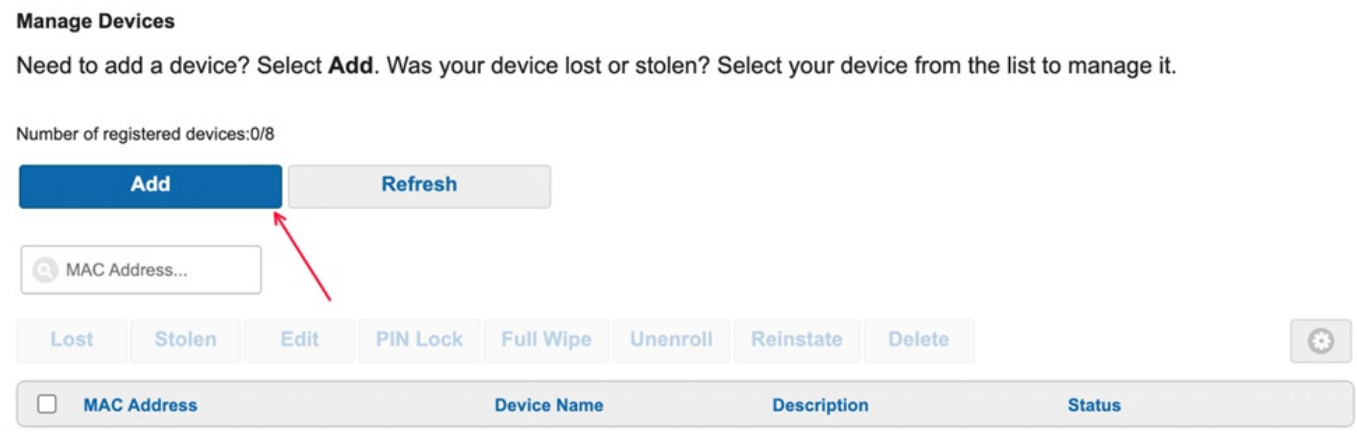
3. Scroll Down and **Accept** the "Acceptable Use Policy"



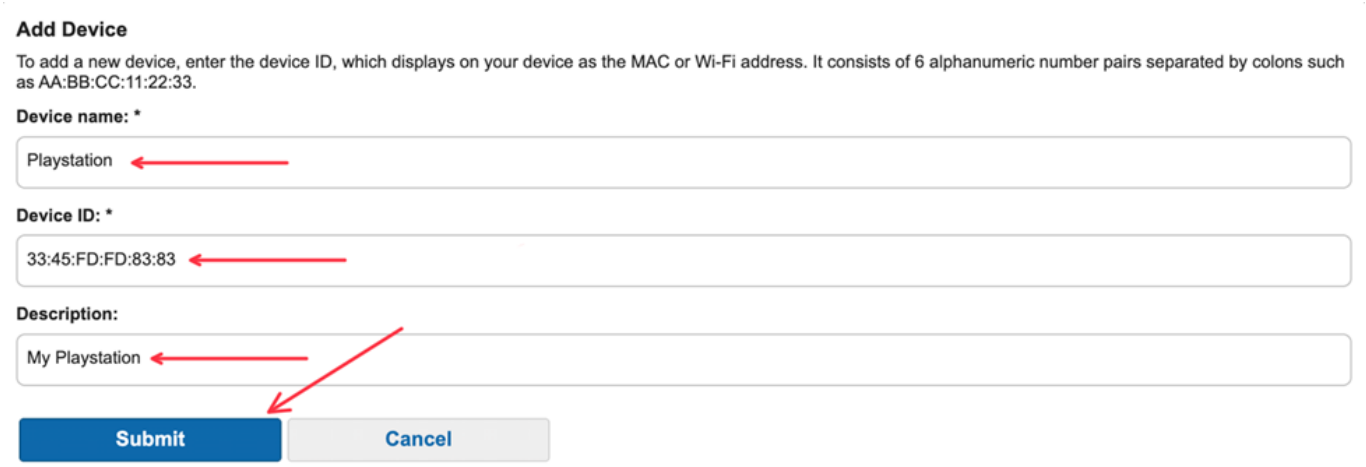
4. Press Continue



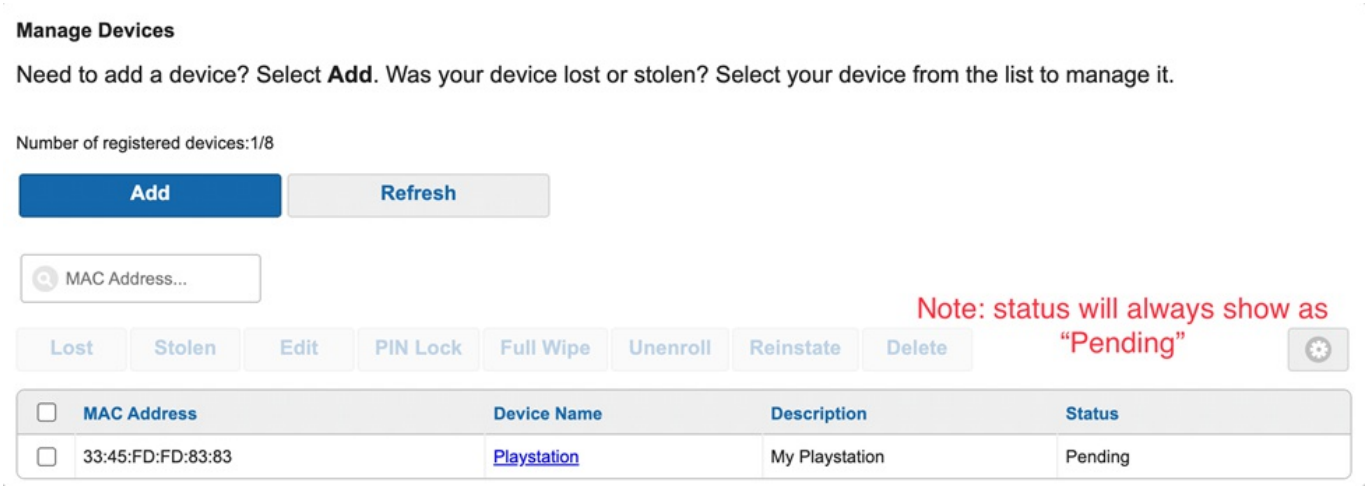
5. Click the "Add" button



6. Enter your device details, and then click "Submit"



7. Once you see this screen, your device has been successfully registered. You will see them listed in the format as shown below.



8. On the device you can now join the "ECSU-Public" WIFI network.
   - **NOTE:** If you want to add more gaming/smart devices (up to 8 total devices) click the add button in step 7 and repeat the process.