

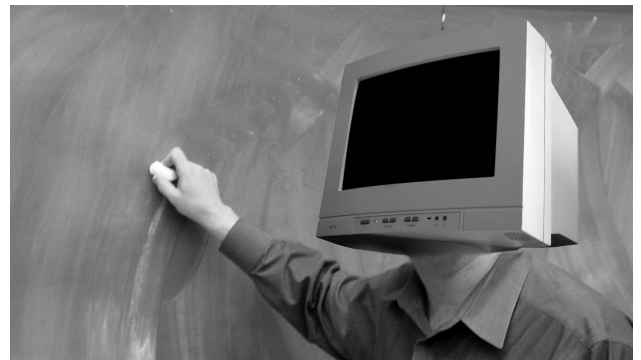
**Stay connected with:**



### **About Computer Operations**

Computer Operations maintains ResNET connections, supporting residents in getting connected to the network. Our staff provides full service to residents that can't get connected to ResNET.

Computer Operations assists residents with all other problems, including troubleshooting hardware and software. We provide CDs, handouts and documents, tools, and other resources to try to help residents get issues resolved quickly.



### **After You Connect To ResNet**

#### **Get a free virus scanner**

Whether using Windows or MacOS, all university students can install a full version of McAfee VirusScan for free. Get a Resource CD from a campus computer lab to install the software, or download it at: <http://www.security.uwm.edu>. **NOTE:** Do not install McAfee if you already have a virus scanner. Uninstall your current virus scanner before installing McAfee.

#### **Update and patch your operating system**

Windows users should use the Windows Update tool or go to <http://windowsupdate.microsoft.com>. MacOS users should use the "Software Update" link in system preferences or go to <http://www.apple.com>.

#### **Protect your PC and your accounts with a good password**

A good password is one that cannot be easily guessed and contains both letters, numbers, and special characters (#, @, or !). Think of your favorite song lyric or saying and use the first letter of every word, inserting numbers and special characters for letters when you can.

#### **Use a firewall**

A software firewall helps protect your computer from unwanted intrusions. Some good free personal firewall options are Comodo and Safety.Net from <http://www.download.com>.

#### **Install spyware removal and ad-detection software**

Computer Operations staff recommend using these tools weekly. Ad-aware and Spybot Search and Destroy are free and can be accessed at <http://www.download.com>.

#### **Make sure your computer is not set up as a server**

Turn off any file sharing functions or services related to sharing files or serving web pages. If these services are not turned off you will be in violation of your ResNET Use Agreement.

#### **Keep your system CD-ROMs with your computer**

The two most important disks are the Operating System CD and the Drivers & Applications CD. Some computers will only have a System Restore CD. Be prepared, and don't forget to backup your files on a

## How to Avoid Viruses

There are 5 steps that will help protect a resident computer from viruses, worms, and Trojans.

1. Install an up-to-date virus scanner
2. Install updates and patches
3. Enable your OS firewall or download a free firewall
4. Know what it is you're downloading or opening – is it really the file that you need?
5. Communication is key – have a conversation with the person who is sending the file or link and make sure they want you to open or view the content

## How to Stay Connected to ResNET

- Don't download or publish copyrighted material without the authorization of the copyright owner. Distributing copyrighted material violates your ResNET Use Agreement and is against the law.
- Think before you click! When opening attachments or viewing a link in instant messaging, always communicate with the person who is sending the information. Find out what is in the file, and where the link goes before clicking to make sure the file or link doesn't lead to a virus, worm, or Trojan.
- Abuse, harassment, hacking, and other malicious activities will not be tolerated.
- Please remember, ResNET is intended for educational use.

## Connecting To ResNET

### Requirements:

- A computer that has 128 MB of memory running Windows 2000/XP or MacOS 10.2 (Jaguar) or later.
- An Ethernet card
- A network cable (Ethernet Cat5 cable)

### Steps to connect:

1. Run the network cable from the Ethernet card port on your computer to the network port in your room.
2. Turn on your computer and open your Internet browser (Internet Explorer, Mozilla Firefox, Opera, etc). If everything is working, you will see the ResNET registration page. You will need to know your ePanther ID and password that the campus assigned to you. If you are new to UWM, you received a letter in the mail with this information.
3. Fill out the form and restart your computer. You are connected!

## What if...

- My computer doesn't meet the requirements?
  - If you have a computer but don't have a network card, you can buy one from any store that sells computer equipment. MilwaukeePC, Walmart, or Office Depot are within a mile from campus.
  - We do not support Windows 95/98/ME, old versions of Mac OS, and Linux/Unix.
- I meet the requirements but it's still not working?
  - Make sure you're using a Cat5 Ethernet cable (RJ45) and not a phone cord (RJ11) which is a smaller plug.
  - Make sure you're plugged into the right network jack. The network jack should be either black or orange. When you plug the cable into your computer, make sure you see lights on your network card. If you don't see the lights, you may be plugged into the beige or grey phone line, and this won't work. Look for the orange or black jack behind your bed or desk.
  - Your network settings may not be set correctly. Make sure you are setup for DHCP.

In Windows 2000/XP: Start button > Control Panel > Network Connections > Highlight Local Area Connection and right click, then choose Properties > double-click on Internet Protocol (TCP/IP) > make sure that "Obtain an IP address automatically" and "Obtain DNS server address" is checked > click OK to close all boxes, restart and try again.

- You may have an old IP address, especially if you're switching towers or rooms, or from your home network.

In Windows 2000/XP: Start Button > Run. > Type `command` and click OK. After you see the black box on the screen, type in one word, all lowercase letters, `ipconfig /release` which will change your IP Address to 0.0.0.0. Then, type in `ipconfig /renew` and the number should change to 10.xxxx. Open up your Internet browser and you will see the ResNET registration page.

## Contact Us:

Office Hours: Monday – Friday 8:00AM – 4:30PM  
Phone: 414-229-4606  
Email: [help@aux.uwm.edu](mailto:help@aux.uwm.edu)