

connect **IT**

Internet Connection Guide



Western



JOIN THE CONNECT-IT SUPPORT TEAM



connect **IT**

WHY WORK WITH US?

- Valuable IT job experience
- Flexible work schedules
- Leadership skills development
- On-the-job training



Visit housing.uwo.ca
for more information

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Section 01

Welcome

About Connect-IT

Connect-IT Hotline

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Western

WAL 2024

About Connect-IT

Welcome to campus and thank you for being a part of our service. Connect-IT is Western's internet service provider for the residences at Western's Main Campus and Huron University College. Operated by Housing and Ancillary Services Information Technology, we work in collaboration with *Western Technology Services (WTS)* to support the academic mission of the University by providing convenient access to online academic resources.

Our Support Philosophy

Connect-IT's support philosophy is 'students helping students', which is why the Connect-IT team is primarily composed of fellow university students. Our team members are friendly, approachable and trained to troubleshoot a wide range of computer and networking related issues. There are no charges associated with the hotline and alternative services provided by our staff.

If you have customer service experience and want to learn new technical skills, you can apply to join next year's Connect-IT team! For more hiring information, see the inside front cover of this handbook.

Scheduled Network Maintenance

Please note that regular maintenance for Connect-IT infrastructure may occur on Sundays from Midnight until 10:00 a.m. and Thursdays from Midnight until 7:00 a.m. We will communicate with students in residence when this maintenance represents a significant outage to our services. Advance notice for emergency maintenance which falls outside these windows will be communicated when possible.

Western Technology Services

Western Technology Services (WTS) offers a wide range of information technology-related services and solutions in support of the campus community.

The WTS Help Desk is an excellent resource for students looking for assistance with:

- Virus and malware removal
- OWL
- Zoom
- Office 365
- Western Identity
- Multi-Factor Authentication (Duo)
- Connecting to the internet in main campus buildings

You can reach the WTS Help Desk by phone at 519-661-3800 or online at wts.uwo.ca.

Connect-IT Hotline

If you are experiencing problems connecting to the Connect-IT internet service and are unable to find a solution in this handbook, please call the Connect-IT Hotline. Our hotline is run by student staff who provide internet support throughout the year. If a phone call to the Connect-IT Hotline does not solve your problem, alternative troubleshooting from our staff members may be required.

519-661-4225

Move-In Days and Orientation Week:
Saturday–Saturday,
September 5–September 12, 2026

Saturday	9:00 a.m. to 9:00 p.m.
Sunday	9:00 a.m. to 9:00 p.m.
Monday	9:00 a.m. to 9:00 p.m.
Tuesday	9:00 a.m. to 6:00 p.m.
Wednesday	9:00 a.m. to 6:00 p.m.
Thursday	4:00 p.m. to 10:00 p.m.
Friday	4:00 p.m. to 7:00 p.m.
Saturday	1:00 p.m. to 7:00 p.m.

Regular Schedule:
September 13, 2026–April 9, 2027

Sunday	6:00 p.m. to 9:00 p.m.
Monday	4:00 p.m. to 10:00 p.m.
Tuesday	4:00 p.m. to 10:00 p.m.
Wednesday	4:00 p.m. to 10:00 p.m.
Thursday	4:00 p.m. to 10:00 p.m.
Friday	2:00 p.m. to 5:00 p.m.
Saturday	2:00 p.m. to 5:00 p.m.

**We are open during the exam periods.
Please refer to the Connect-IT website
(connect-it.uwo.ca) for updated hotline
hours of operation.**

Hotline Closures

The Connect-IT Hotline will be closed on the following days:

Thanksgiving/Fall Reading Week	October 10–18, 2026
Winter Holiday	December 24, 2026–January 3, 2027
Spring Reading Week	February 13–21, 2027
Easter	March 26–28, 2027



Conditions of Use

As a condition of the activation of the Connect-IT internet service, users are required to agree to the following:

- You are responsible for all network traffic originating from your port and/or devices, including user activity, regardless of (a) whether or not you generate it; (b) whether or not you know what you are doing; (c) whether or not you realize that you have violated any specific policies.
- You are not permitted to use computing resources, particularly email, web servers and/or bulletin boards, to send harassing, obscene or fraudulent content.
- You are not permitted to perform any action that would impair the functions of the campus and/or residence network.
- You will not provide access to the University's computing resources to those who are not entitled to such access.
- You will not use scanning or packet analyzer programs.
- You will not use your internet connection to run a commercial enterprise or to support other activities designed to provide income or other considerations.
- You will not reproduce, share or distribute copyrighted materials without the expressed written permission of the copyright holder(s).
- You will not perform any action that denies another network user access to network resources, including actions such as mass mailing or denial-of-service attacks.
- Due to the limited network capacity, you will not operate servers or other services that make high demands on network resources.

You will observe all University regulations regarding computing resources including policies established by the Division of Housing and Ancillary Services. The Connect-IT Conditions of Use above highlight some of the important conditions contained in the [Acceptable Use Policy](#) (AUP) by WTS.

The AUP must be reviewed and signed prior to obtaining access to University computing resources, including Connect-IT. This website also includes links to other University policies and procedures related to the acceptable use of campus computing resources.

The use of Western's computing resources is a privilege, available if you honour the requirements and obligations set out in the University's Code of Behaviour for [Use of Computing Resources and Corporate Data](#).

If you are found to have breached any of these policies, you are subject to the full range of the University's disciplinary procedures. Sanctions include the temporary or permanent loss of access

privileges, financial restitution, termination of your Residence Contract, expulsion from the University and/or legal sanctions. Commercial or criminal use is strictly prohibited, as is any use that may seriously impact the performance of the network. Use of software that is not legally licensed is an infringement of copyright. You are advised to read the aforementioned University policies and interpretation documents carefully.

Copyright Law & File Sharing

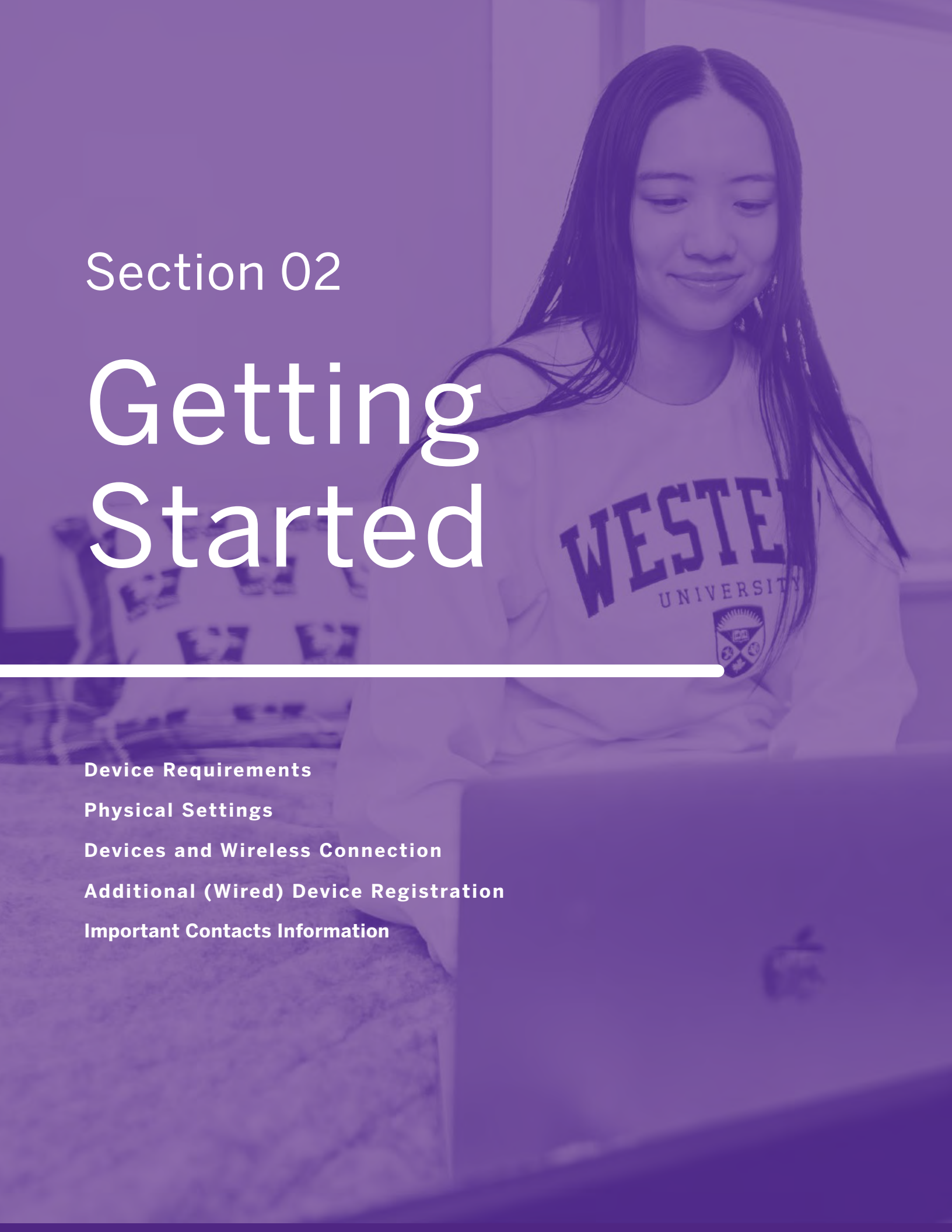
It is expected that users of Western network services (including Connect-IT) will respect intellectual property and not participate in the use, reproduction, storage or distribution of copyrighted material without the written permission of the copyright holder. It is your responsibility to practise safe and legal file sharing and to respect all copyright laws.

Each year, a number of copyright infringement complaints are received from copyright holders and their agents. These notices come from organizations that search the internet on behalf of the copyright holders. Your activity online is not anonymous or untraceable, rather much of your internet activity is logged. These logs, combined with a copyright complaint, can confirm and/or implicate you in illegal activity. If Western receives a copyright infringement complaint, it will be forwarded to your Western email account for you to deal with appropriately.

If you receive a copyright infringement complaint, please take note of the following information:

1. Western University has not given your identity to the complainant and as such, they very likely do not know who you are.
2. You are under no legal obligation to respond to or pay any presented 'settlement offer'. Any such offers are not legally binding and are not a part of Canadian copyright law. Only a legal court can impose any ruling.
3. Unless you contact the complainant directly or respond to a 'settlement offer', likely the only way for them to identify you is through a court order.

Information on the Canadian Copyright Act can be found at: laws-lois.justice.gc.ca/eng/acts/C-42. Please take the appropriate steps to address this complaint and ensure that all identified copyrighted material is removed from the offending device. As well as being liable for any criminal and civil court sanctions related to copyright offences, you can be subject to the University's disciplinary procedures. Sanctions can include the temporary or permanent loss of Connect-IT access privileges, termination of your [Residence Contract](#) and expulsion from the University.



Section 02

Getting Started

Device Requirements

Physical Settings

Devices and Wireless Connection

Additional (Wired) Device Registration

Important Contacts Information

Device Requirements

Students in residence have two ways to connect to the internet. They can connect their laptops and game consoles to our wired internet service. Other devices, such as smart phones and tablets may only connect to our wireless internet service. **Please note personal wireless routers are prohibited.**

The following outlines the requirements for connecting to either of our services.

What do I need?

Nearly any computer, tablet or smart phone can connect to Connect-IT's **wired or wireless internet service**. Connect-IT provides full technical support for popular operating systems and devices such as:

1. macOS 11 (Big Sur) to macOS 27 (Golden Gate)
2. Windows 10 and Windows 11
3. Android Phones & Tablets
4. iPhones & iPads
5. Chrome OS

Distributions of the Linux operating system are not supported by Connect-IT staff. However, devices running the Linux operating system and most other smart phones and tablets can connect to Connect-IT's wireless service, however we cannot guarantee connectivity due to variances in hardware and software.

If you require assistance connecting a computer, tablet, or smart phone not listed above, please call the Connect-IT Hotline at 519-661-4225 or email connect-it@uwo.ca

In order to connect to our WIRELESS service (Connect-IT), your computer, tablet or smart phone must have:

1. All operating system critical updates
2. Support WPA2-Enterprise authentication
3. Up-to-date antivirus software configured to update automatically on a daily basis
4. A wireless network adapter capable of supporting G and/or N network(s)
5. Your @uwo.ca credentials (these are the same credentials used for your Western email without the @uwo.ca, OWL and the Student Center)

iconnect023@uwo.ca

iconnect023	@uwo.ca
username	do not include

In order to connect to Connect-IT's WIRED service, your computer must have:

1. All operating system critical updates
2. Up-to-date antivirus software configured to update automatically on a daily basis
3. An Ethernet port or external Ethernet adapter
4. An Ethernet cable (also known as a network cable)
5. Your @uwo.ca credentials (these are the same credentials used for your Western email without the @uwo.ca, OWL and the Student Center)

iconnect023@uwo.ca

username do not include

Check Your Physical Settings

Port

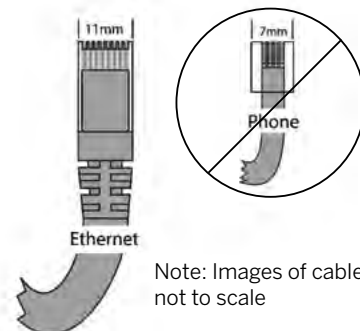
To use Connect-IT's wired service, you must connect your Ethernet cable to the Ethernet port located on the wall of your residence room and the Ethernet port in your device. If your Ethernet port has been physically damaged, please call the Connect-IT Hotline at 519-661-4225 and a staff member will arrange to assess the damage.

If we determine that a repair is required you will receive an email from Connect-IT with information about the port repair process. Connect-IT works with WTS to repair broken and/or damaged internet infrastructure in residence. A WTS technician may visit your room to complete the repair. If you are not home when the technician arrives, they will sign-out keys at your residence building front desk in order to enter your room and complete this repair to restore your internet service.

Cable

Ensure that your cable is an Ethernet cable. A telephone cable will not allow you to connect to our wired internet service. It is also important that there are no noticeable breaks in the cable. If you have an Ethernet cable that is longer than needed, be sure to wrap the cable with a twist tie to avoid any safety hazards. Forgot your Ethernet cable at home? Ask for one at the front desk of your residence building! Connect-IT will provide an Ethernet cable at your residence front desk free of charge.

In order to connect to Connect-IT's wired service, your device must have an Ethernet port. Many popular laptops do not have an Ethernet port, so you may require an adapter to connect. If you are unsure whether your device has an Ethernet port, please call the Connect-IT Hotline at 519-661-4225.



Note: Images of cables are not to scale

Devices and Wireless Connection

Wireless Routers Not Allowed in Residence

The University's residences are populated with active users of wireless technology. Wireless routers broadcast interfering signals continuously and represent a security risk to the Connect-IT internet service. As a result, personal wireless routers are not permitted in residence. If you have more than one wired networking device you would like to use concurrently, please contact Connect-IT for further assistance. We can help solve your connection issue without the expense or security concerns associated with router use.

We thank you in advance for your cooperation to ensure better wireless service for all fellow students in your residence community!

Smart Home Products

Connect-IT provides a secure wireless service that supports WPA2-Enterprise authentication. Many home networking devices such as Google Homes, Amazon Echo/Dots, and Chromecasts do not support this secure wireless standard and will be unable to connect to our wireless service.

We strongly recommend not bringing smart home products with you to residence as they will be unable to connect to our internet service.

Turn Off the Wireless on Your Printer

Wireless printers broadcast interfering signals 24 hours a day, 7 days a week, even though they're generally only used by students for a few minutes each week. The symptoms of this interference include a slow connection, connection drops and weak, inconsistent or no signal strength.

Please help yourself and your neighbours above, below and on your floor by turning off the wireless features on your printer.

Connect-IT staff can help you turn off these features and provide you with a **complimentary printer cable** (also available at your residence front desk) so you can connect to your printer. Not sure your printer has wired capability? Call our hotline at 519-661-4225 and a Connect-IT staff member will assist you.

Game Consoles & Online Gaming

Connect-IT supports gaming devices on our high-speed **wired** internet service. In order to connect these devices, you will be required to register them with Connect-IT by filling out and submitting the Additional Device Registration Form under the Getting Started tab at connect-it.uwo.ca.

Please note, many gaming devices including those from Nintendo, Xbox and PlayStation will NOT be able to connect to the Connect-IT wireless service. Connect-IT's secure wireless service supports WPA2-Enterprise encryption that requires both a username and password, which these devices do not accept.

We wish to maintain a high level of satisfaction with online gaming whenever possible. If you are experiencing online gaming latency, please email connect-it@uwo.ca. Although we cannot guarantee optimal game performance at all times, we will try to resolve online game issues where possible.

If you have questions regarding connecting your game console to Connect-IT, please call our hotline at 519-661-4225.

Additional (Wired) Device Registration

In order to connect a computer to Connect-IT's wired service, you will need to register your computer (refer to page 38).

You may have additional devices (such as a second computer or game console) you wish to use with Connect-IT's wired service. In order to register this additional device, you will be required to fill out the Register New Device form at connect-it.uwo.ca. This form will ask you to provide the wired MAC Address (also known as Physical Address) of the device you wish to connect to our wired service.

Please note that phones, tablets and other devices that do not connect directly into the Ethernet port in your wall do not require registration for Connect-IT's wired service.

How to Find Your MAC Address

Please note: your device may list two different MAC addresses. For an additional device registration, you are looking for the address usually labelled as LAN, Ethernet or wired MAC address.

Chrome OS Computers:

1. Connect an Ethernet cable from your computer to the port in the wall of your residence room
2. Click on the status icon on the bottom left of your screen
3. Click on Ethernet
4. At the top of the window, click on the information icon

The MAC address will be displayed next to Ethernet.

Windows Computers:

1. Connect an Ethernet cable from your computer to the port in the wall of your residence room
2. Press the **Flag/Windows Key** and type cmd
3. Right click on Command Prompt and select Run as administrator
4. Type ipconfig/all into the Command Prompt and hit the Enter key

Under Ethernet adapter Ethernet (or Ethernet adapter Local Area Connection), locate the wired MAC Address listed as Physical Address.

macOS Computers:

1. Connect an Ethernet cable from your computer to the port in the wall of your residence room.
2. Click on the Apple icon on the top left of your screen, then click System Preferences (or click System Settings)
3. Click Network
4. Select Ethernet (or Thunderbolt Ethernet or the name of your USB Ethernet Adapter)
5. Select Advanced (or Details)
6. Select Hardware

The MAC Address will be displayed in the list.

PlayStation 4 & PlayStation 5:

1. On the main menu, select **Settings**
2. Select **System** (or **System Information**)
3. (For PlayStation 5) Under **System Software**, select **Console Information**

The MAC Address will be displayed on the screen next to **MAC Address (LAN Cable)**.

Xbox One, Xbox Series S & Xbox Series X:

1. Connect an **Ethernet** cable from your console to the port in the wall of your residence room
2. Press the **Menu** button on the controller
3. Select **Settings**
4. Select **Network**
5. Select **Advanced Settings**

On Xbox One, the MAC Address will be displayed on the right-hand side of the screen next to **Wired MAC**. On Xbox series S or X, the MAC Address will be displayed under IP settings, next to **Wired MAC**.

Nintendo Switch:

If you are using a Nintendo Switch (1st Generation) or Nintendo Switch Lite, you will need a compatible Ethernet adapter connected to your dock.

If you are using a Nintendo Switch OLED or Nintendo Switch (2nd generation) with a dock, you will not need an adapter as the dock includes an integrated ethernet port.

1. Connect an **Ethernet** cable from your dock (or adapter) to the port in the wall of your residence room
2. From the home screen, click on the gear at the bottom to enter the **Settings** menu
3. Select the **Internet** header in the left navigation bar
4. Select **Internet Settings**
5. Select **Wired Connection**

The MAC address will be displayed toward the bottom of this page where it says LAN adapter MAC Address.

Having Trouble With Your Wireless?

Our wireless service is the best connection for your phone, tablet or casual laptop use. If you are completing academic quizzes or financial transactions, we strongly encourage you to use our wired service instead.

When using our wireless service, there are a few things you can do to optimize your wireless connection:

- Ensure your devices are configured properly for Connect-IT's wireless service by following the instructions on page 11.
- Eliminate sources of wireless interference by turning off competing wireless devices in your room or suite, for example wireless printers, routers, wireless game controllers, Bluetooth devices, wireless speakers, wireless headsets, etc.
- Speak with your roommate(s) or suitemate(s) about turning off devices that interfere with your connection, especially their wireless printers.
- Call our hotline at 519-661-4225! Our helpful team can troubleshoot your wireless connection.



519-661-4225

Important Contact Information

Safety & Emergency Services

Emergencies (Police, Fire, Ambulance)	911
Campus Safety Inquiries (Non-Emergency)	519-661-3300

Western University Main Campus

Housing Office	519-661-3547
Residence Counselling	needtotalk@uwo.ca
Meal Plan Office	519-661-3957
Office of the Registrar	519-661-2100
International Student Services	iss@uwo.ca
Learning Development & Success Team	519-661-2183

Huron University College

Residence Services	housing@huron.uwo.ca
Food Services	huronmanager@browns.ca
Library and Learning Services	huclibrary@uwo.ca
Huron Wellness	huronwellness@huron.uwo.ca
Student Support Services	huronsss@uwo.ca



In order to connect to Connect-IT's primary wired service you may need an external Ethernet adapter for your device. Connect-IT will have USB Ethernet adapters for sale on move-in days, Orientation Week and throughout the year through the [myHousing Portal](#).

Section 03

Connecting to the Internet

macOS

Windows

Chrome OS

iPhone & iPad

Android Phone & Tablet

PS4 & PS5

Xbox One & Xbox Series S/X

Nintendo Switch Models (1, 2, Lite OLED)

Firestick TV

How to Forget a Wireless Profile

Register Your Computer

Printers

Cyber Security

macOS

Configuration for Our Wireless Service

1. Click on the Wireless symbol on the top right of your screen
2. Ensure Wi-Fi is turned on
3. Click on Connect-IT
4. In the new window enter the following:

Username (or Account Name):
your @uwo.ca username which
is the part of your Western email
without the @uwo.ca

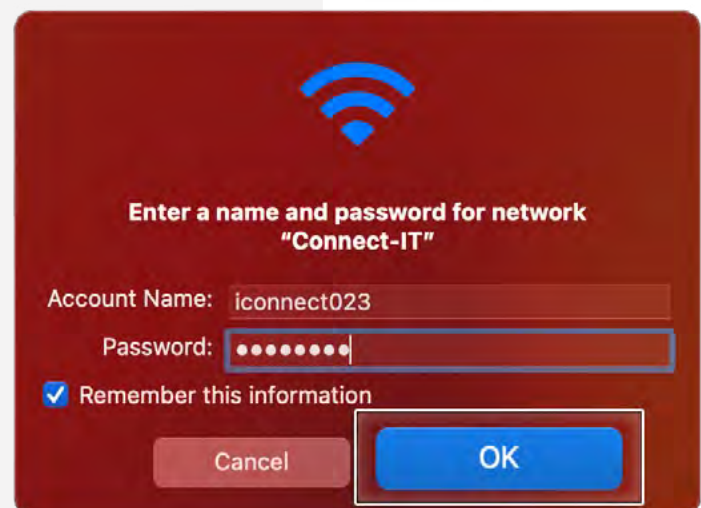
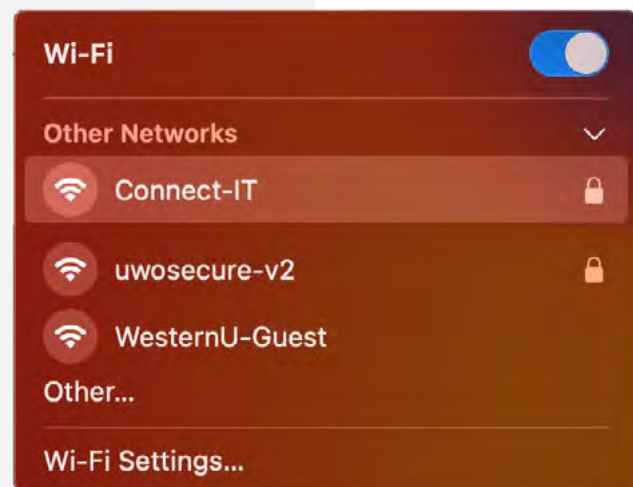
iconnect023@uwo.ca

username do not include

Password: your @uwo.ca password

If available, ensure Mode is set
to Automatic

5. Click Join (or OK)
6. You may be asked to verify the certificate. Click Continue
7. If you are unable to join the wireless service, please navigate to page 36 of this guide for further troubleshooting instructions in the How to Forget a Wireless Profile section



macOS

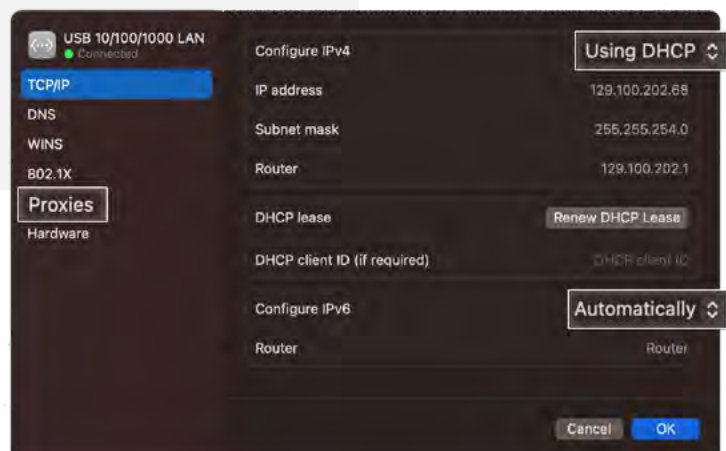
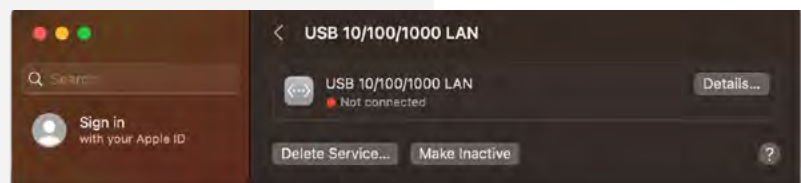
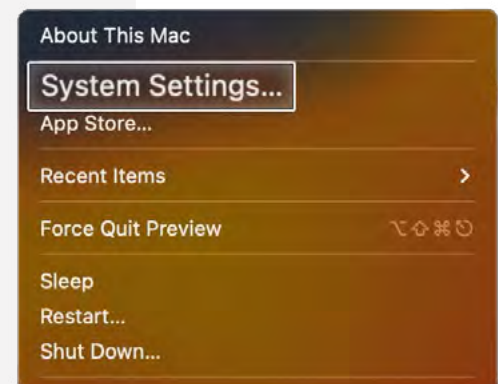
Configuration for Our Wired Service

The following instructions explain how to configure your computer's settings to allow you to access Connect-IT with OS versions 11 (Big Sur) to 27 (Golden Gate).

Ensure your device is connected to the ethernet port via ethernet cable before beginning, you may require an adapter.

1. Click on the Apple icon on the top left of your screen, then click System Preferences (or System Settings), then click Network
2. If applicable, select Location: Automatic from the menu
3. Click on Ethernet or the name of your adapter
4. Click Advanced (or Details)
5. Under the TCP/IP tab:
 - Ensure Configure IPv4 is set to Using DHCP
 - Ensure Configure IPv6 is set to Automatically
6. Under the Proxies tab, deselect all options
7. Click OK

Proceed to page 38 to register your computer.



Windows 10 & 11



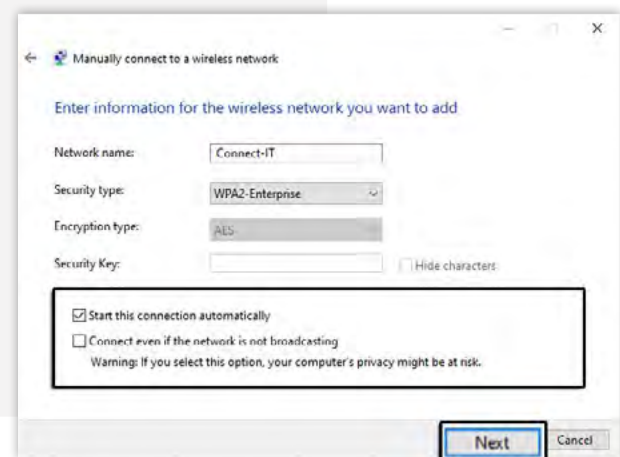
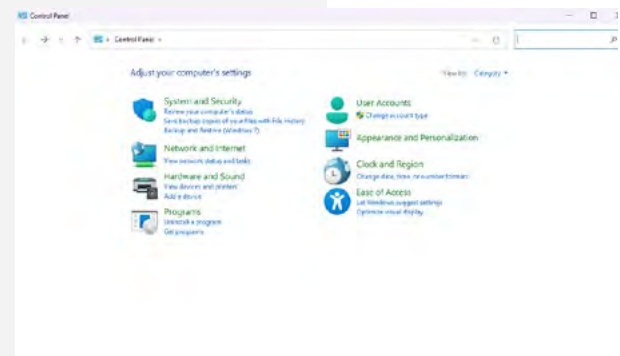
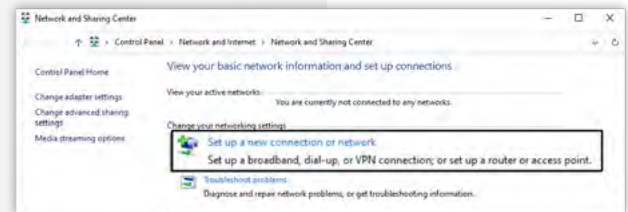
Configuration for Our Wireless Service

1. Press the Flag/Windows Key and type Control Panel, then hit enter
2. Select Network and Internet
3. Select **Network and Sharing Center**
4. Select Set up a new connection or network
5. Click Manually connect to a wireless network
6. Click Next
7. Enter the following information:

Network name: Connect-IT
Security type: WPA2-Enterprise
Encryption Type: AES

Deselect Connect even if this network is not broadcasting

8. Click Next



Windows 10 & 11

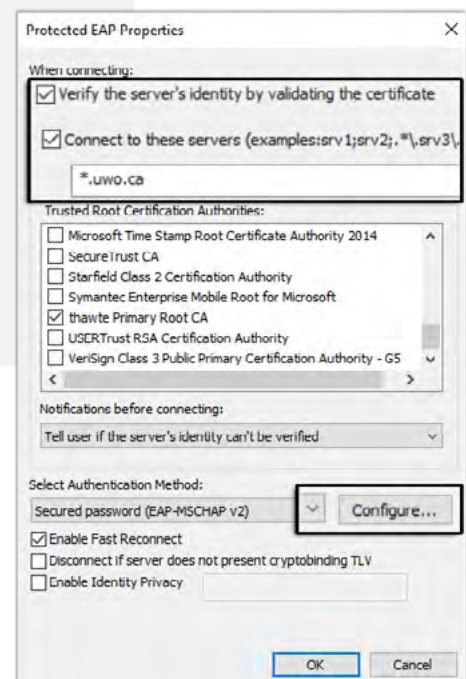
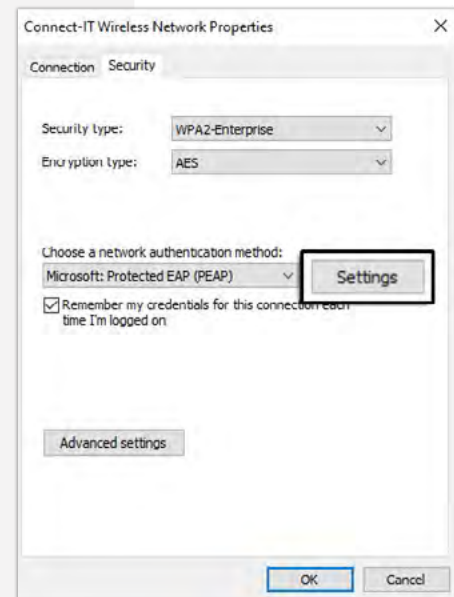
Configuration for Our Wireless Service (Continued)

- 9.** Click Change connection settings. This will open the network properties window.



If you are unable to select Change connection settings, please forget Connect-IT. The instructions can be found on page 36.

- 10.** In the Security tab, under Choose a network authentication method select Microsoft: Protected EAP (PEAP), and then select Settings
- 11.** From the Protected EAP Properties window, select: Verify this server's identity by validating the certificate
- 12.** Select: Connect to these servers
- 13.** Enter: *.uwo.ca
- 14.** Select the following items if available:
Thawte Premium Server CA
Thawte Primary Root CA
- 15.** Under Select Authentication Method: Click Configure



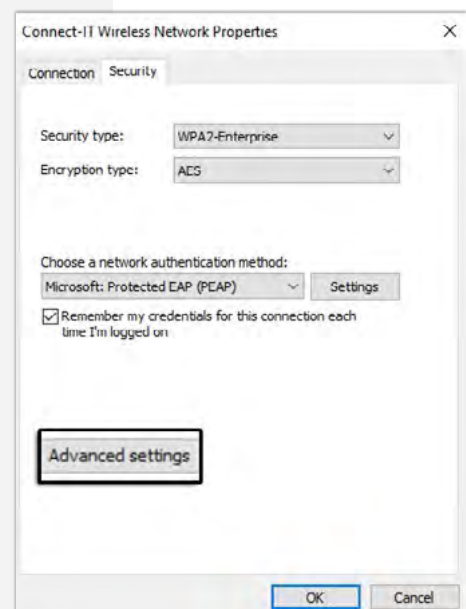
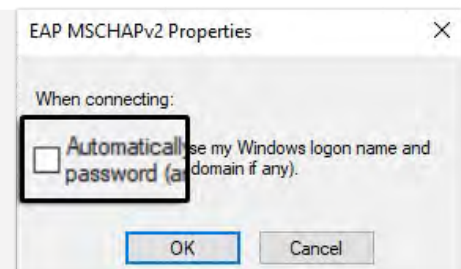
Windows 10 & 11

Configuration for Our Wireless Service (Continued)

- 16.** In the EAP MSCHAPv2 Properties window, deselect Automatically use my Windows logon name and password (and domain if any)
- 17.** Click OK twice to return to Connect-IT Wireless Network Properties
- 18.** Click Advanced settings
- 19.** Select: Specify authentication mode and select User authentication from the drop-down menu below
- 20.** Click OK twice to return to the Desktop

You will now have to enter your credentials.

Please proceed to page 24 for steps to complete this.



Windows 10 & 11

Configuration for Our Wireless Service (Continued)

You must complete the instructions below to finish the configuration and connect to our wireless service.

21. Click on the **network** symbol in the bottom right of the screen and select **Connect-IT**

22. Click **Connect**

23. Enter the following information:

User name: your @uwo.ca username (which is the part of your Western email without the @uwo.ca)

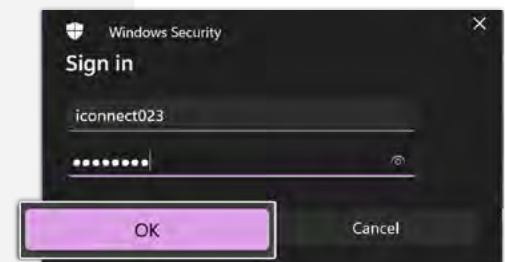
iconnect023 @uwo.ca
username do not include

Password: your @uwo.ca password

24. Click **OK**

You may see a Windows Security Alert.
Click **Connect**

If you are unable to join the wireless service, please navigate to **page 36** of this guide for further troubleshooting instructions in the **How to Forget a Wireless Profile** section.



Windows 10 & 11



Configuration for Our Wired Service

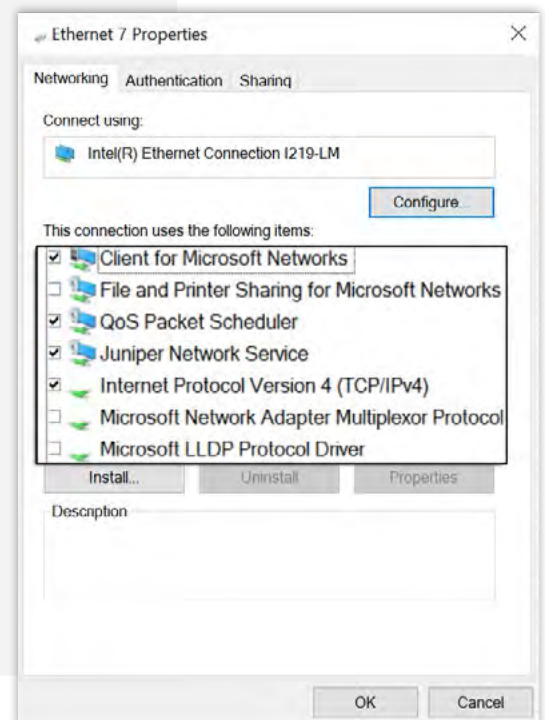
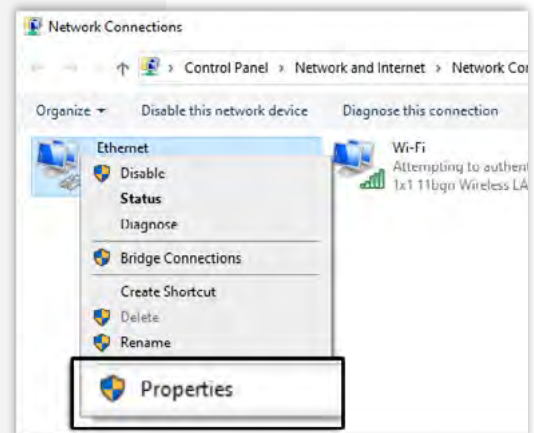
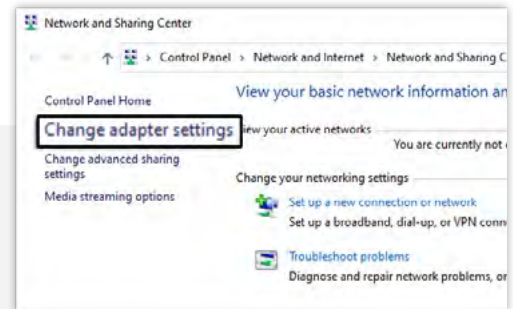
Ensure your device is connected to the ethernet port via ethernet cable before beginning, you may require an adapter.

1. Press the Flag/Windows Key and type Control Panel, then hit enter
2. In the new window click Network and Internet
3. Select Network and Sharing Center
4. Click on Change Adapter Settings
5. In the Network Connections window, right click on the Ethernet icon and choose Properties



If you do not see the Ethernet icon, you may need to install drivers for your network card. If you experience difficulties, please call the Connect-IT Hotline at 519-661-4225.

6. Deselect the following if available:
 - File and Printer Sharing for Microsoft Networks
 - Microsoft Network Adapter Multiplexor Protocol
 - Microsoft LLDP Protocol Driver
 - Link Layer Topology Discovery Mapper I/O Driver
 - Link Layer Topology Discovery Responder
 - Internet Protocol Version 6 (TCP/IPv6)
7. Select Internet Protocol Version 4 (TCP/IPv4) in the Ethernet/Local Area Connection Properties window and click Properties



Windows 10 & 11

Configuration for Our Wired Service (Continued)

8. In the General tab:

Verify that Obtain an IP address automatically is selected

Verify that Obtain DNS server address automatically is selected

9. Click on the Advanced button

10. In the DNS tab, deselect Register this connection's address in DNS

11. In the WINS tab:

Deselect Enable LMHOSTS lookup

Select the option Disable NetBIOS over TCP/IP

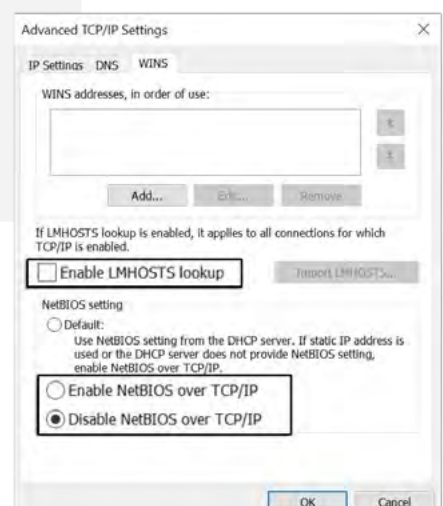
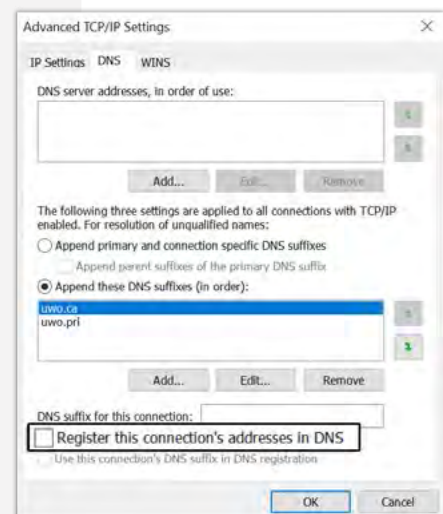
12. Click OK to exit the Advanced TCP/IP Settings window, then OK again

13. Press the Flag Key and type Control Panel, then hit enter

14. In the new window click Network and Internet

15. Select Internet Options

16. In the Internet Properties tab, select the Connections tab. Ensure Never dial a connection is selected. If this is not present, proceed to step 17.



Windows 10 & 11



Configuration for Our Wired Service (Continued)

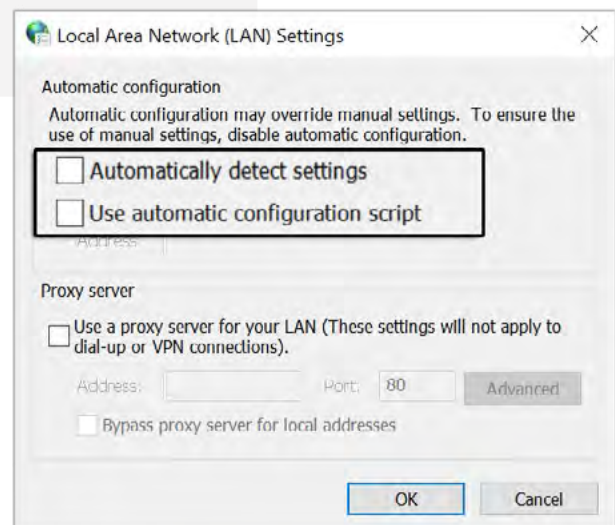
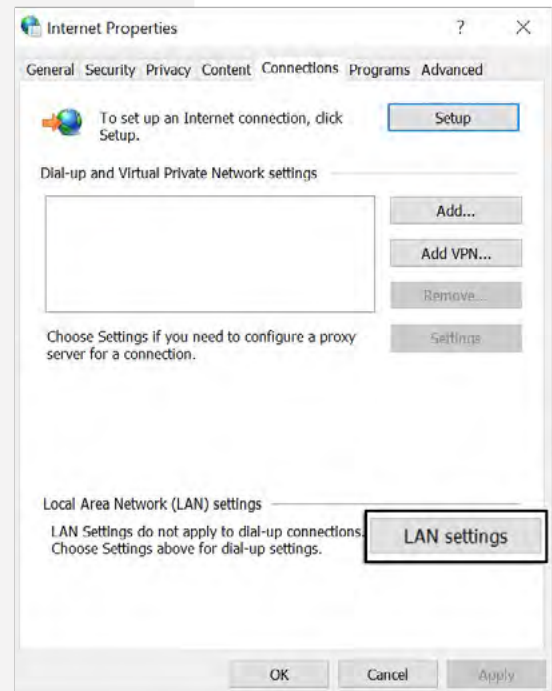
17. Click LAN settings

18. Deselect Automatically detect settings

Ensure nothing else is selected

19. Click OK

Proceed to page 38 to register your computer.



Chrome OS

Configuration for Our Wireless Service

1. At the bottom right of the screen, click on the wireless logo
2. Select Not Connected
3. Ensure Wi-Fi is turned on
4. At the top right corner of the status window, select **Settings**
5. Under **Network**, select **Add connection**, then **Add Wi-Fi**
6. This will bring up a panel to allow you to fill in this information.
SSID: **Connect-IT**
Security: **EAP**
EAP Method: **PEAP**
EAP Phase 2 Authentication: **MSCHAPv2**
Server CA Certificate: **Default**
Subject Match: leave blank
Subject Alternative Name Match: leave blank
Domain Suffix Match: **wireless.uwo.ca**

Identity: your @uwo.ca username (which is the part of your Western email without the @uwo.ca)

iconnect023@uwo.ca
username do not include

Password: your @uwo.ca password

Anonymous Identity: leave blank

7. Turn on **Save Identity and password**
8. Select **Connect**
9. If you are unable to join the wireless service, please navigate to **page 37** of the guide for further troubleshooting instructions in the **How to Forget a Wireless Profile** section.

Chrome OS

Configuration for Our Wired Service

1. If your Chromebook has an Ethernet port, directly plug your Connect-IT Ethernet cable into the port, and the other end into the Ethernet port in the wall of your room.
2. If your computer does not have an internal Ethernet port, attach a USB adapter between your Connect-IT Ethernet cable and your device.

3. Please allow your device about one minute to establish a connection.
4. After one minute, click on the time at the bottom right of the screen. Your device should say **Connected to Ethernet**.

Please proceed to page 38 to register your computer.

iPhone & iPad

Configuration for Our Wireless Service

1. Tap Settings
2. Tap Wi-Fi
3. Tap Other...
4. Tap Security
5. Tap WPA2 Enterprise
6. Tap Other Network
7. Enter the following by tapping on each line of information:

Network Name: Connect-IT
 Security: WPA2 Enterprise
 Username: your @uwo.ca
 username (which is the part of
 your Western email without the
 @uwo.ca)

iconnect023@uwo.ca

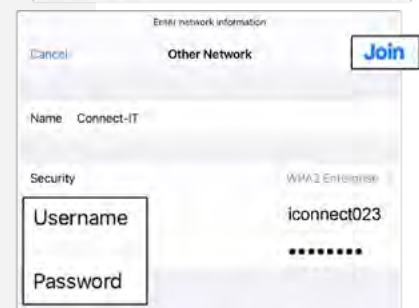
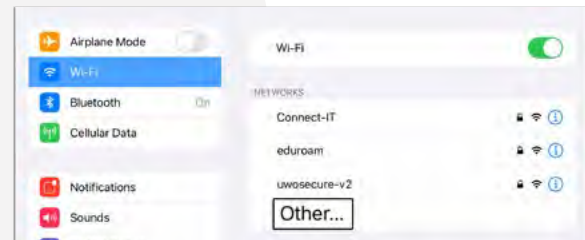
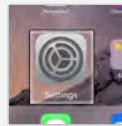
username do not include

Password: your @uwo.ca password

8. Tap Join
9. Tap Trust
10. There should now be a check mark next to the Connect-IT wireless service. Also, the Wireless Connection symbol should appear to the top left or right of your device's screen.

These indicate that your wireless connection should now be active. Please check the connection by opening a browser and connecting to a website.

If you are unable to join the wireless service, please navigate to page 37 of this guide for further troubleshooting instructions in the How to Forget a Wireless Profile section.

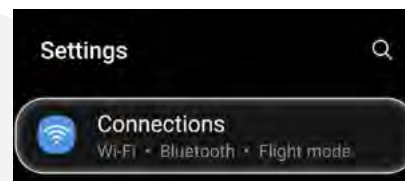
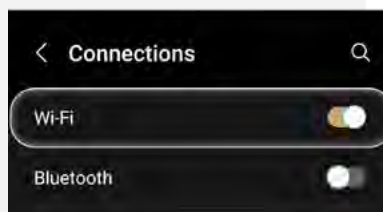


Android Phone & Tablet

Configuration for Our Wireless Service

1. Open Settings and navigate to Connections (or Network & Internet)
2. Navigate to Wi-Fi (or Internet)
3. Ensure that Wi-Fi is turned on
4. Select Add Network
5. Fill out the required fields as follows:

Network Name: Connect-IT
 Security: WPA/WPA2-Enterprise or WPA2-Enterprise
 EAP Method: PEAP



Continue here for Android 11 & 12:

Identity: your @uwo.ca username (which is the part of your Western email without the @uwo.ca)

iconnect023@uwo.ca

username do not include

* If you are unable to connect, try writing in your full Western email — including the @uwo.ca

Password: your @uwo.ca password

CA Certificate: Use system certificates

Online Certificate Status: Do not verify or Don't Validate

Domain: wireless.uwo.ca

Select View more or Advanced

Phase 2 Authentication: MSCHAPV2

Anonymous Identity: leave blank

IP Settings: DHCP

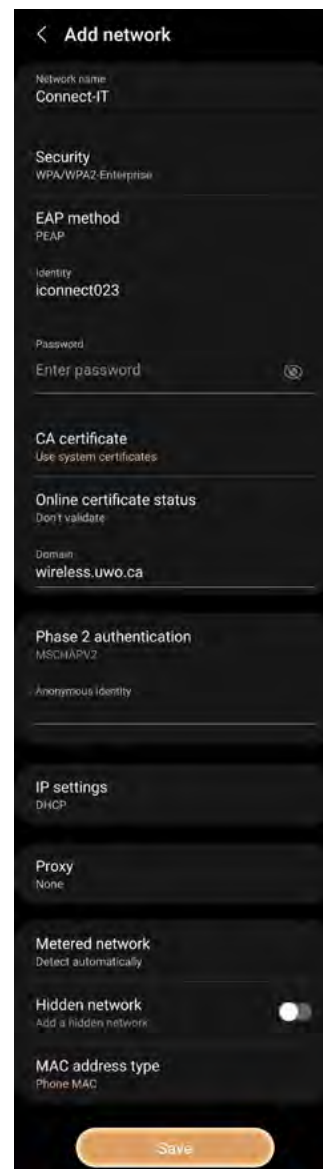
Proxy: none

Metered Network: Detect automatically

Hidden Network: turned off

Mac address type: Phone MAC or Device MAC

Please proceed to step 6 on page 31



Android Version 11 & 12

Android Phone & Tablet

Configuration for Our Wireless Service (Continued)

Continue here for Android 13 & Up:

Phase 2 Authentication: MSCHAPV2

CA Certificate: Use system certificates

Online Certificate Status: Do not verify

Domain: wireless.uwo.ca

Identity: your @uwo.ca username (which is the part of your Western email without the @uwo.ca)

iconnect023@uwo.ca

username do not include

* If you are unable to connect, try writing in your full Western email — including the @uwo.ca

Anonymous Identity: leave blank

Password: your @uwo.ca password

Select Advanced Settings

Hidden network: No

Metered: Detect automatically

Proxy: None

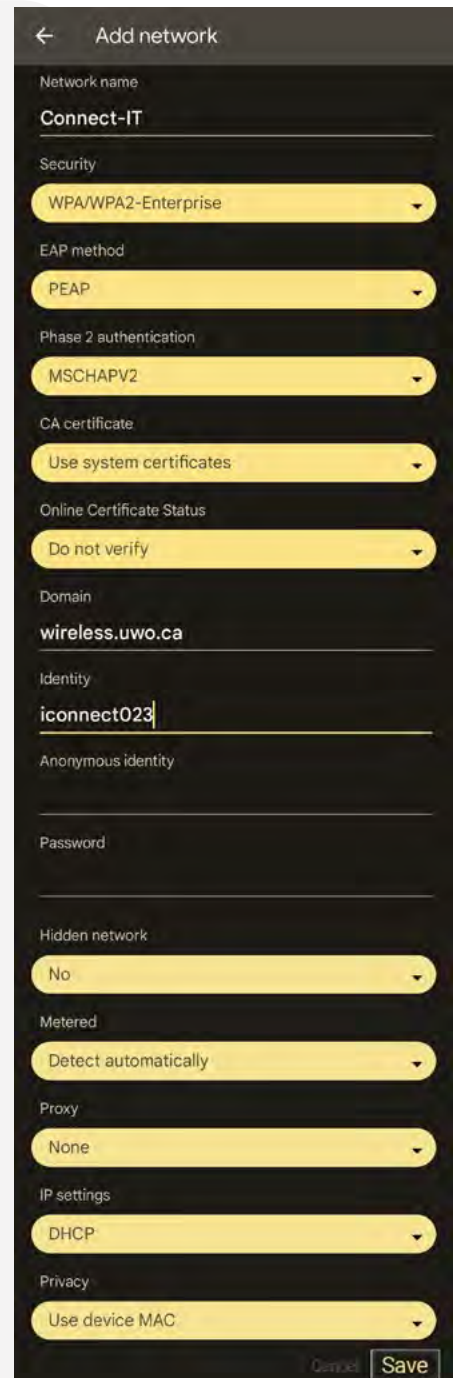
IP Settings: DHCP

Privacy: Use device MAC

6. Select Save

7. You should now be connected to Connect-IT. To test your connection, open a web browser and connect to a website.

8. If you are unable to join the wireless service, please navigate to page 37 of this guide for further troubleshooting instructions in the How to Forget a Wireless Profile section.



Android Version 13

PS4 & PS5

Configuration for Our Wired Service

You must use an Ethernet cable, as this device does not support the wireless service. Ethernet cables are available free of charge from your residence front desk.

- 1.** Plug one end of the Ethernet cable into the residence wall port or access point and plug the other end into the PS4 / PS5 LAN port
- 2.** Open Network Settings on PS5
 - 1.** Go to Settings
 - 2.** Select Network
 - 3.** Select Set up Internet Connection
 - 4.** Choose Set Up Wired LAN (or choose Use a LAN Cable)
 - 5.** Select Connect and follow the on-screen prompts
- 3.** Find your MAC address: Go to Settings > Network > View Connection Status > Locate IP Address > MAC Address (LAN Cable)
- 4.** Register the device by filling out an Additional Device Registration form (ADR) on the Connect-IT website

Xbox One & XBox Series S/X

Configuration for Our Wired Service

You must use an Ethernet cable, as this device does not support the wireless service. Ethernet cables are available free of charge from your residence front desk.

- 1.** Plug one end of the Ethernet cable into the residence wall port or access point and plug the other end into the XBox LAN port.
- 2.** Open Network Settings: press the XBox button on the controller > go to Profile & System > select Settings > select General > select Network Settings.
- 3.** The XBox should automatically detect the wired connection – ensure it shows “Wired” under Network Status.
- 4.** If prompted, select Set up Network à Wired Network.
- 5.** Test network connection: Open Settings > go to General > select Network settings > choose Test network connection.
- 6.** If the tests succeeds, your Xbox is online through the wired connection. If, however, the test fails, the console will display a short explanation as to why.
- 7.** Retrieve the MAC address and register the device by filling out an ADR through the Connect-IT website.

Nintendo Switch Models (1, 2, Lite, OLED)

Configuration for Our Wired Service

You must use an Ethernet cable, as this device does not support the wireless service. Ethernet cables are available free of charge from your residence front desk.

Nintendo Switch:

1. Connect a Wired compatible LAN adapter to the Nintendo Switch dock. Then connect an Ethernet cable to the LAN adapter on one end and on the other end to the residence wall port or access point.
2. Follow steps 2-6 from “Nintendo Switch 2 & OLED”

Nintendo Switch Lite:

1. A Dual USB PlayStand, a compatible USB LAN adapter are required for this setup
2. Place Switch Lite on the PlayStand. (This acts similar to a dock)
3. Connect the LAN adapter to the stand and connect an Ethernet cable to the LAN adapter on one end and the other end to the residence wall port or access point.
4. Follow steps 2-6 from “Nintendo Switch 2, Nintendo Switch”

Nintendo Switch 2 & OLED:

1. Plug on one end of the Ethernet cable into the residence wall port or access point and plug the other end into the Nintendo Switch 2 dock
2. Place the switch back into the dock
3. On your console, select System Settings on the HOME menu > select Internet > select Internet Settings
4. Once the option is available, select Wired Connection > select Connect to the Internet via Wired Connection
5. Then, the connection will be tested. Select OK once the test is complete. If the test fails, a message will appear on your console

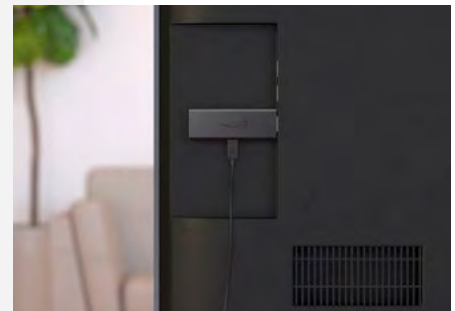
Amazon TV Firestick

Configuration for Our Wired Service

Typically, the wired MAC address of a firestick is not visible to users. Call the Connect-IT hotline at 519-661-4225 to book an in-room visit. During the visit, The Connect-IT team member will help you find your device's MAC address so you can complete the required Access Device Registration request.

Once the MAC address is registered, you can connect the firestick using the following steps:

1. Plug the Firestick into the TV through the HDMI port.
2. Plug the Amazon Ethernet Adapter cable into the Firestick.
3. Plug the power cable of the firestick into the Amazon Ethernet adapter and then plug it into a wall socket.
4. Plug an ethernet cable from the Amazon Firestick Adapter to the ethernet port on the wall or access point.
5. Restart the TV and confirm if the device is connected by checking the IP address.



How to Forget a Wireless Profile

Forgetting and re-adding a wireless profile can be a useful troubleshooting step. If you are unable to connect after following the operating system/device specific instructions on the preceding pages, please forget and re-add Connect-IT as a wireless profile by following the instructions below.

macOS:

Follow the instructions below to forget the Connect-IT wireless profile:

These steps apply to macOS 13 (Ventura) through macOS 27 (Golden Gate):

1. Click the **Wi-Fi symbol** in the top-right of your screen.
2. Click **Wi-Fi Settings...** (this opens System Settings).
3. Locate the Connect-IT network:
 - If you're currently connected to it, click **Details...** next to it.
 - Otherwise, scroll down to **Known Networks** and click the (three-dot) button next to Connect-IT.
4. Select **Forget This Network...**
5. Click **Remove** to confirm.

You have now forgotten Connect-IT. Please go back and complete the wireless steps from the beginning. If you are still having trouble connecting to the wireless service, please call the Connect-IT Hotline at 519-661-4225

Windows 10 & 11:

Follow the instructions below to forget the Connect-IT wireless profile:

1. Press the Windows Key, and navigate to **Settings**
2. Select **Network & Internet**
3. Select **Wi-Fi**
4. Select **Manage Known Networks**
5. Navigate to **Connect-IT**, and select **Forget**

You have now forgotten Connect-IT. Please go back and complete the wireless steps from the beginning. If you are still having trouble connecting to the wireless service, please call the Connect-IT Hotline at 519-661-4225

Chrome OS:

Follow the instructions below to forget the Connect-IT wireless profile:

1. Go to **Settings**
2. In the **Network Section**, select **Wi-Fi**
3. Select **Known Networks**
4. Find **Connect-IT** and click the **More options (:)** icon to the right of the network name.
5. Click **Forget**

You have now forgotten Connect-IT. Please return to **page 28** and complete the wireless steps from the beginning. If you are still having trouble connecting to the wireless service, please call the Connect-IT Hotline at 519-661-4225

iPhone & iPad:

Follow the instructions below to forget the Connect-IT wireless profile:

1. Go to **Settings**, and then to **Wi-Fi**
2. Navigate to **Connect-IT** and tap the **information** icon on the right-hand side of the screen
3. Select **Forget this Network**

You have now forgotten Connect-IT. Please return to **page 29** and complete the wireless steps from the beginning. If you are still having trouble connecting to the wireless service, please call the Connect-IT Hotline at 519-661-4225

Android Phone & Tablet:

Follow the instructions below to forget the Connect-IT wireless profile:

Samsung ONE UI

1. Go to **Settings** and tap **Connections**.
2. Tap **Wi-Fi**.
3. Tap the **menu (:)** in the top corner and select **Manage networks** (on older One UI versions, tap **Advanced Manage networks**).
4. Tap **Connect-IT** and select **Forget**.

Other Android Devices:

1. Go to **Settings** and navigate to **Network & Internet**
2. Select **Internet**
3. Scroll to the bottom of the page and select **Saved Networks**
4. Tap **Connect-IT** and select **Forget**

You have now forgotten Connect-IT. Please return to **page 30** and complete the wireless steps from the beginning. If you are still having trouble connecting to the wireless service, please call the Connect-IT Hotline at 519-661-4225

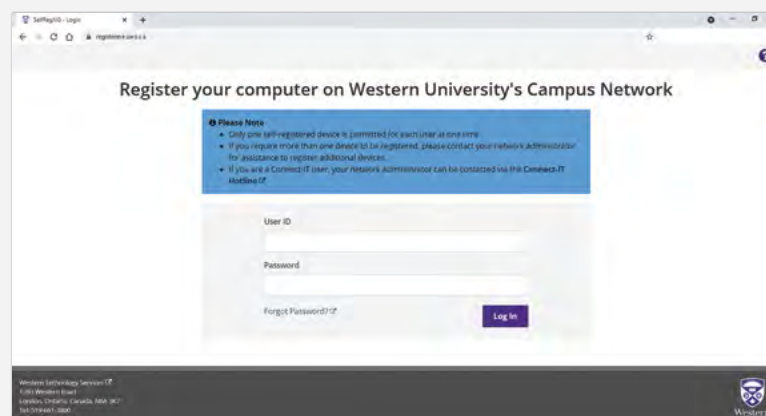
Register Your Computer

Before you can obtain access to Connect-IT's wired internet service, you must register your computer following the steps below. This procedure requires a web browser (e.g., Google Chrome).

You will also need your @uwo.ca username (which is the part of your Western email without the @uwo.ca) and associated password. If you have forgotten either of these, please click 'Forgot Password?' on the registration page in order to gain access to your account or call Western Technology Services (WTS) at 519-661-3800 for assistance.

Follow the instructions below to register your computer for Connect-IT's wired internet service:

1. Ensure that your computer is disconnected from any wireless internet services
2. Plug one end of your Ethernet cable into your computer and the other end into the Connect-IT port in your residence room.
3. Your default browser may launch and automatically redirect to the registration page. If not, type registerme.uwo.ca into the address bar and press **Enter**. If the registration page does not appear, then your network configuration may be incorrect. In this case, please contact the Connect-IT Hotline at 519-661-4225
4. Once you have reached the registration page, please read the instructions carefully
5. Enter your @uwo.ca username (which is the part of your Western email without the @uwo.ca) and associated password and click **Log In**



The Network Acceptable Use Agreement page should appear. You must ensure that your computer has up-to-date antivirus software installed and current operating system updates. You must also agree to adhere to Connect-IT's bandwidth guidelines.

6. Select the check boxes on this page and click **I Agree** if your computer meets the requirements. Users who fail to keep their computer secure may be quarantined from the Connect-IT service without notice

The screenshot shows a web browser window with the URL register.uwo.ca. The page is titled "SelfRegis" and displays a "Network Acceptable Use Agreement". The agreement includes sections for "Terms of Service" and "Contact Information". At the bottom of the agreement, there are three checkboxes for users to confirm: "By checking this box I am confirming that I have functioning antivirus software installed and set to update once defined date.", "By checking this box I am confirming that I will never appropriate network access to access my computer when I am not logged on to the network (e.g. downloading software)", and "By checking this box I am confirming that I agree to adhere to University's Acceptable Use Policy. Information on this guideline can be found at: www.uwo.ca/acceptables page 4 of 4". A purple "I Agree" button is located at the bottom right of the agreement section.

7. On the next page of the registration process, enter your computer's serial number. This information is optional but can be used to identify your computer in the case of loss or theft. Choose your operating system from the drop-down menu. Click **Register**

The screenshot shows the "Register Your Device" page on the register.uwo.ca website. The page includes a "Registration instructions" section with bullet points: "Existing User: Existing users should log in to the system using their existing credentials.", "New User: New users should create a new account using the 'New User' link.", "First-time users should create a new account using the 'New User' link.", "If you are having trouble creating an account, please contact the IT Helpdesk at 519-661-4225.", "If you are having trouble creating an account, please contact the IT Helpdesk at 519-661-4225." Below the instructions, there is a "Device Serial Number" field with a "Browse" button next to it. There is also a "Device Operating System" dropdown menu. At the bottom, there are "Cancel" and "Register" buttons.

8. Restart your computer
9. Open your web browser and connect to a website

If you experience any difficulties, call the Connect-IT Hotline at 519-661-4225

To register an additional device for our wired internet service, such as a game console or second computer, you will need to complete an **Additional Device Registration Form** which can be found under the **Getting Started** tab on our website at connect-it.uwo.ca.

Printers

Wireless signals from your printer degrade wireless service for EVERYONE on your floor. There are two main wireless features on a printer

1. General wireless (For connecting printers to existing networks)
2. Wi-Fi direct (for connecting a device to the printer without using existing networks)

Help yourself and your floormates by disabling wireless broadcasting on your printer. The Connect-IT team can assist you with disabling the wireless feature. In return, we'll provide a free printer cable!

Printer models and configurations vary, and the location of the USB (printer cable) port and the process for disabling Wi-Fi may differ between devices. As a result, you may need to consult your printer's manual or look up instructions specific to your model. If you require assistance with disabling the wireless function, please contact our support hotline for help.

Below are some common Printers and how to disable Wi-Fi:

Most Touchscreen HP Printers:

To disable Wi-Fi direct:

1. On the home screen, tap the second icon from the left
2. The screen should display Wi-Fi Direct details. Tap the settings icon in the bottom left of the screen
3. Tap the Wi-Fi Direct to switch to off

To disable general Wi-Fi:

1. On the home screen, tap the third icon from the left
2. The screen should display Wireless Summary. Tap the settings icon in the bottom left of the screen
3. Tap the Wireless Settings
4. Tap the Wireless switch to off

Most Epson Printers with a screen:

To disable Wi-Fi direct:

1. On the home screen, navigate to and select Wi-Fi Setup
2. Click Wi-Fi Direct Setup
3. Click Disconnect

To disable general Wi-Fi:

1. On the home screen, navigate to and select Wi-Fi Setup
2. Click Disable Wi-Fi

Canon Printers without a screen:

Models without a screen may only have general Wi-Fi capability. However, the wireless must be left switched on; otherwise it will broadcast an SSID. To keep the Wi-Fi switched on:

1. If the light next to the Wi-Fi button is flashing on and off, this means that the “Wireless” is off and it’s broadcasting a SSID. Press the Wi-Fi button
2. Shut down the printer by pressing the power button
3. Once all the lights have stopped flashing, switch the printer back on by pressing the power button
4. The Wi-Fi light should be on

Canon Printers with a Screen:

To disable Wi-Fi and Wi-Fi Direct:

1. Navigate to LAN Settings
2. Change LAN
3. Disable LAN

Brother Printers:

To disable general Wi-Fi:

1. Navigate to Network
2. Navigate to WLAN Enable
3. Select off

To disable Wi-Fi Direct:

1. Navigate to Network
2. Navigate to Wi-Fi Direct
3. I/F Enable → Select OFF

CyberSmart

Cyber Security for the Western Community

By practising good cyber security habits and understanding threats online, you can safeguard your personal information and contribute to a safer digital community at Western!

CyberSmart is your one-stop resource for cyber safety and security information.

Find us online at cybersmart.uwo.ca

Follow us on social media:

Instagram: [@westerncybersmart](https://www.instagram.com/westerncybersmart)

Facebook: [WesternU CyberSmart](https://www.facebook.com/WesternUCyberSmart)

Twitter: [@westernucybsmrt](https://twitter.com/westernucybsmrt)

Passwords

Choosing a strong password is like having a strong defence for your Western accounts. Weak passwords can lead to account theft, potentially compromising other resources within the University. It's important for all students to protect their accounts with secure passwords. Remember to create unique passwords, change them regularly and never share them with others. A strong password is at least 12 characters long but 14 or more is better. Include a combination of uppercase letters, lowercase letters, numbers and symbols.

Phishing

Phishing is a malicious attempt to trick individuals into revealing sensitive information through deceptive emails. Even if an email appears to come from an @uwo.ca address, it may be phishing — occasionally email accounts can be compromised and send out phishing emails. It's important to identify and delete suspicious messages or report them to phishing@uwo.ca. Additionally, practising internet security routines like installing reliable antivirus software, using secure Wi-Fi connections and being cautious about sharing personal information are essential for a safe online experience.

Training

Western has required Cyber Security Awareness Training for all students, faculty and staff. Maintaining a secure digital community is a shared responsibility. These training modules will educate you on best practices, such as using strong passwords and recognizing phishing attacks. Follow this link to [CyberSmart Training and Awareness training](#).

Help and Support

Need help with your accounts or devices? Contact the WTS Help Desk at 519-661-3800 or submit a [service ticket](#).

Want to report phishing? Email phishing@uwo.ca



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**PURPLE
PRIDE**

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Western Apparel
and Accessories



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Bookstore

UCC, LOWER LEVEL
BOOKSTORE.UWO.CA

With a Wide Selection of Computer, Phone and Tech Accessories





Contact Us!

Our staff will help you connect

519-661-4225

connect-it@uwo.ca

connect-it.uwo.ca

Connect-IT, Housing and Ancillary Services
1151 Richmond St., London, Ontario
Canada N6A 5B9



Turn **off** the wireless on your printer

Wireless signals from your printer degrade wireless service for **EVERYONE** on your floor.

Help yourself and your floormates by disabling wireless broadcasting on your printer. The Connect-IT team can assist you with disabling the wireless feature. In return, we'll provide a free printer cable!