FORT HAYS STATE UNIVERSITY
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Residence Hall
Basic Technical Support Information
Computing and Telecommunications Center HelpDesk

Tomanek Hall 113 • 600 Park St., Hays, KS 67601 • www.fhsu.edu/ctc/helpdesk/ • helpdesk@fhsu.edu • (785) 628-5276 • 1-800-628-FHSU

The TigerTracks login is used to access:

- The TigerTracks portal: **tigertracks.fhsu.edu** and FHSU Online Services
- FHSU Mail student e-mail and the Blackboard course system
- On-Campus Wireless Internet
- FHSU Computer Labs
- Ethernet (wired) Internet access in Residence Hall rooms (login used for registration only)
- Restricted Library Resources (for currently enrolled students using a non-FHSU Internet connection)

Activating a TigerTracks Account

1. Go to **tigertracks.fhsu.edu/register** or click on the **Activate Your Account** link next to the login box. Then select the **first option** (I need to setup my TigerTracks credential for the first time).
2. Enter your personal information. If you receive an error message, verify that the information is entered correctly and resubmit. If you still receive an error message, contact the CTC HelpDesk.

TigerTracks Username/Password Recovery

1. To recover a password, the user must know his/her TigerTracks username. To find a username, use the **Directory Search** located on the TigerTracks home page at **tigertracks.fhsu.edu**. For best results when using the Directory Search, follow this format: *last name, first name*

   A student's TigerTracks username is the portion of the e-mail address that precedes the @ symbol.
2. From the TigerTracks home page, click **CAS Secure Login** and then click the **Password Assistance** link. Choose the **third option** and follow the instructions.
3. If you cannot find a username or a student does not know answers to the challenge questions, contact the CTC HelpDesk.

Device Registration (Wired and Wireless)

Residents are permitted up to ten automatic device registrations: five on the Ethernet (Wired) network and five on the Wireless network. To request additional registrations, contact the CTC HelpDesk for approval.

Game consoles may be registered by request on the Ethernet network. Instructions for finding a console MAC address and a console registration request form can be found at: **rlreg.fhsu.edu**. USB LAN adapters for game consoles are available for reasonable prices at various online sites.

Printers cannot be registered on either network because they do not limit who may print to them. They may be connected to a computer using a USB adapter. All printers **must have wireless capabilities completely disabled** to avoid network interference and ensure private use of the printer.

Ethernet (Wired) Connections

Ethernet cables, hubs, and other accessories are **not** provided by the University. For rooms with more than one resident, a hub, switch, or router may be used to share the network connection between two computers. **To view connection policy information and setup instructions**, go to the CTC HelpDesk Web site at **www.fhsu.edu/ctc/helpdesk/** and click on **Internet Access** and then **Residence Hall Access**.

If an Ethernet connection problem persists <u>after following the setup instructions</u>, do the following:

1. Shut down the computer.
2. Disconnect power and Ethernet cables.
3. Reconnect the power and Ethernet cables.
4. Power on the computer.
5. If this still does not resolve the problem, contact the CTC HelpDesk. They will notify the appropriate staff at the Computing Center. **You will need to provide the information listed in the section below** titled, "Information Needed When Reporting a Problem." **Problems are resolved as quickly as possible; however, please allow up to one week.**

Connecting to TigerNetStudent (Wireless)

1. Select **TigerNetStudent** as the Network SSID.
2. Open an Internet browser.
3. Enter the TigerTracks Username and Password.
4. Restart the computer (initial registration only).

If connecting is unsuccessful:

- Make sure the wireless card switch is turned on (not all computers will have a switch).
- If the registration page does not appear; try to manually register by going to **wlreg.fhsu.edu**.

Wireless Access Point Problems

If a computer's wireless connection works in one area but not in another, and the problem persists with other computers in that area, it is likely an access point problem. **If resident(s) are experiencing an access point problem**, have **one** person contact the CTC HelpDesk and provide information listed in the next section.

Information Needed When Reporting a Problem

- TigerTracks Username(s)
- Type of problem: Wired/Ethernet or Wireless Access
- Type of computer or device: Desktop / Laptop / Tablet / iPhone / etc.
- Manufacturer and model of computer/device (Dell XPS13, etc…)
- Type of operating system (Windows XP - Vista - 7 - 8 / Mac OS X / iOS / , etc…)
- If wireless issue:
  o Wireless Adapter (e.g., Intel Centrino Advanced-N 6300) [go to Control Panel/Device Manager/Network Adapters]
  o Wireless Driver (eg. 15.2.0) [right-click on adapter/Properties/Driver tab]
- The time it occurred and where it occurred (be specific)
- Are others also experiencing the problem? (If so, who / where? - Have ONE person contact HelpDesk.)
- What have you tried so far, including any error messages received (be specific)
- Contact Information: Name, Hall, Room #, and Telephone Number
- Best time to contact (Please turn on your voicemail so we can contact you!)

Virus/Spyware Problems

Do not connect an infected computer to the wired or wireless network. If a computer is seen as a threat to the FHSU network, the connection may be disabled without notice. Common signs of a virus include (but are not limited to) computers repeatedly restarting automatically, browsers crashing frequently, windows opening unexpectedly, or a computer that is unusually slow or unresponsive even with no programs open.

If a computer is believed to be infected by a virus, install an anti-virus program and disconnect it from the network. Scan the computer for viruses and clean any problems the program may detect. For more information, see the **Virus Information** section of the CTC HelpDesk Web site. Extensive virus-cleaning services are **not** provided by the University; it is the student's responsibility to maintain a virus-free computer. Computer repair referral information may be obtained at the CTC HelpDesk.

Last Impressions about Network Use:

We do have a blacklist policy. We do use it. Actions that can get your connection blacklisted include (but are not limited to) broadcasting a wireless network, copyright infringement, and contracting a malicious virus.

If your Internet connection is disabled more than twice for any reason, at the discretion of the Computing and Telecommunications Center, service may be permanently disabled for the remainder of the semester.

Please use your connection responsibly.