



## The TigerTracks login is used to access:

- The TigerTracks portal: [tigertracks.fhsu.edu](http://tigertracks.fhsu.edu) and FHSU Online Services
- Scatcat and Blackboard
- On-Campus Wireless Internet
- FHSU Computer Labs (except McCartney Hall)
- 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](http://tigertracks.fhsu.edu/register) or click on the **Password Registration/Recovery** link at the bottom of login box. 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](http://tigertracks.fhsu.edu). A student's TigerTracks username is the portion of the student e-mail address that precedes the @ symbol.
2. From the TigerTracks home page, click **CAS Secure Login** and then click the **Password Registration/Recovery** 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. Requests for additional registrations must be submitted to the HelpDesk for approval. Game consoles may be registered on the Ethernet network. Instructions for finding a console MAC address and a console registration request form can be found at: [rreg.fhsu.edu](http://rreg.fhsu.edu).

## Ethernet (Wired) Connections

Ethernet cables and hubs are **not** provided by the University. For rooms with more than one resident, a hub 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/](http://www.fhsu.edu/ctc/helpdesk/) and click on **Internet Access** and then **Residence Hall Connection Information**.

If an Ethernet connection problem persists **after following the setup instructions**, 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 browse to the registration site at [wreg.fhsu.edu](http://wreg.fhsu.edu).

## Wireless Access Point Problems

If a computer's wireless Internet works in one area but not another, and the problem persists with other computers in the same area, it is likely an access point problem. **If a resident is experiencing an access point problem**, have **one** resident in the area contact the CTC HelpDesk, providing the information listed in the next section.

## Information Needed When Reporting a Problem

- Resident's TigerTracks Username
- Type of problem: Wired/Ethernet or Wireless Access
- Type of computer or device: Desktop/Laptop/Tablet/etc...
- Type of operating system (Windows XP / Vista / Mac OS X, etc...)
- The time it occurred, and where it occurred (be specific)
- Are others also experiencing the problem? (If so, who / where? - Please have only ONE person contact the HelpDesk.)
- 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, Internet browsers crashing frequently, and a computer acting unusually slow or unresponsive even with no programs open.

**If a computer is believed to be infected by a virus, install a virus scan program and disconnect 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. Virus cleaning services are **not** provided by the University, as it is the student's responsibility to maintain a virus-free computer. Computer repair referral information may be obtained at the CTC HelpDesk.