

Networking

What if I have problems after I am registered on the network?

If you cannot perform a function on the network such as access e-mail, check with someone else in the dorm and see if the problem is universal. Review your computer configurations and make sure absolutely nothing has been added, deleted, or modified since the install. Check your cables to ensure they are securely connected.

If the problem persists, contact the Technology Support Center. To expedite your service make sure you are able to provide your correct e-mail address, dorm, room, extension, when you will be available for an on-site visit (if required), and a detailed description of the problem. While working with the Technical Support Team, be prepared to learn some new and exciting things about your computer system.

For problems that require on-site visits, please note that appointments have to be kept in order to provide the student population with expedient service. Limited resources will force you to go to the bottom of the list if an appointment is broken. The Technology Support Center wants to help resolve your problem as quickly as possible.

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