

WILLIAM CAREY UNIVERSITY

Information Technology

Wireless Setup Guide

Version 3.0 – July 1, 2011

© 2011 William Carey University
498 Tuscan Avenue, Box 147
Hattiesburg, MS 39401
Phone 601.318.6203 • Fax 601.318.6546

Your WCU Account

The following procedure provides the necessary steps to setup your WCU account for the first time.

WCU Account Setup for the first time

In order to setup your WCU account, you must know your student ID number, birth date, and social security number. Your ID number is available on your student ID card, billing statements, and schedules provided by WCU.

Federal law prohibits this student ID number from being provided via telephone or email. If you do not know your student ID number, please visit your advisor, the Office of Admissions, the Business Office, or the Registrar's Office in person to retrieve this number.

Username

Your WCU username is comprised of your first initial, last name, and student ID number. For example, if William Carey's student ID number is 190654 his username would be *wcarey190654*.

Password

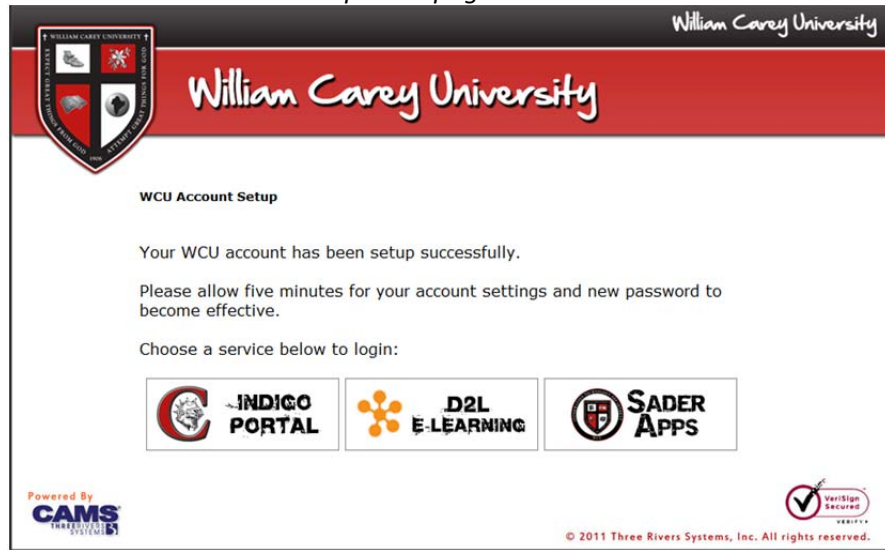
Setting up your WCU account requires you to provide a password. The password for your account must be at least eight characters. **To ensure integrity and safety of your student records and personal information, IT recommends that this password be a strong password, one containing alphanumeric characters and symbols, and that it be changed often.**

WCU Account Setup Instructions

Once you have determined your username, you will be able to follow the instructions below to setup your WCU account.

1. Navigate to <https://indigo.wmcarey.edu/account> in your web browser.
2. You should see the page below.

3. Type your **username** following the instructions given on the page and in the introduction of this chapter.
4. Complete the form by entering the required information.
5. Click **Submit**.
6. You will be taken to the completion page shown below.



7. From this page, you can use the links provided to access the Indigo Portal, D2L, or SaderApps.

CareyAir Wireless Configuration

CareyAir is a secure university-wide wireless network accessible to students, faculty, and staff at WCU. This wireless network provides internet and local network access to staff and faculty, and it provides internet access to students. CareyAir is available on the Hattiesburg, New Orleans, and Tradition campuses.





Windows 7 Wireless Configuration

You must have completed Chapter 2 of this guide in order to continue.

Once you have completed Chapter 2 of this guide you will use your WCU account credentials (username and password) to connect to the CareyAir Wireless Network.

----- IMPORTANT NOTICE -----

Your computer must be set up to use the Windows wireless configuration tool. If you find yourself having trouble configuring your wireless connection with these instructions on Windows 7, you are probably not using the Windows wireless configuration tool.

1. Right-click on the Wireless Connection icon  in the Taskbar Notification error.
2. Click Open Network and Sharing Center.

3. Click Manage wireless networks on the left of the “View your basic network information and set up connections”

4. Click Add
5. Click Manually create a network profile

This creates a new network profile or locates an existing network and saves a profile for the network on your computer. You need to know the network name (SSID) and security key (if applicable).
6. The Manually connect to a wireless network window appears.
7. In the Network Name section, enter wmcareystudent
8. In the Security Type pull-down menu, choose WPA2-Enterprise. If WPA2-Enterprise is not shown, choose WPA2
9. Set the Encryption Type to AES
10. Ensure that the Start this connection automatically checkbox is checked

The window should look like this:

Enter information for the wireless network you want to add

Network name:

Security type:

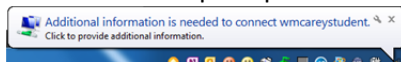
Encryption type:

Security Key: Hide characters

Start this connection automatically

Connect even if the network is not broadcasting
Warning: If you select this option, your computer's privacy might be at risk.

11. Click Next, a window appears indicating the wireless network has successfully been added. Click Change connection settings
 - ➔ [Change connection settings](#)
Open the connection properties so that I can change the settings.
12. Click the Security tab. In the Choose a network authentication method drop-down menu, choose Microsoft: Protected EAP (PEAP). Click the Settings button to the right of the Choose a network authentication method drop-down menu
13. The Protected EAP Properties window appears. Uncheck the Validate server certificate box
14. In the lower section of the window, under Select Authentication Method, choose Secured password (EAP-MSCHAPv2) in the drop-down menu. Click the Configure button
15. The EAP MSCHAPv2 Properties window appears. Uncheck the Automatically use my Windows logon name and password (and domain if any) box.
16. Uncheck the Enable Fast Reconnect box near the bottom of the Protected EAP Properties window
17. Click OK
18. Click Advanced Settings
19. Check the Specify authentication mode checkbox
20. Select User Authentication under the Specify authentication mode checkbox
21. Click OK on the Advanced Settings window
22. Click OK on the wmcareystudent Wireless Network Properties window
23. Click Close on the Manually connect to a wireless network window.
24. Click on the balloon prompt at the lower right of the screen.



25. Enter your WCU credentials (username and password) for the User Name and Password. *Review Chapter 2 for WCU account information.*
26. Click OK
27. The first connection may be slow and may require you to restart your computer. After the initial connection, you should connect automatically on start up or when you enable the wireless on your machine.

Windows Vista Wireless Configuration

You must have completed Chapter 2 of this guide in order to continue.

Once you have completed Chapter 2 of this guide you will use your WCU account credentials (username and password) to connect to the CareyAir Wireless Network.

----- IMPORTANT NOTICE -----

Your computer must be set up to use the Windows wireless configuration tool. If you find yourself having trouble configuring your wireless connection with these instructions on Windows Vista, you are probably not using the Windows wireless configuration tool.

1. Click on the Start Menu and choose Control Panel.



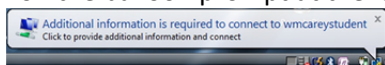
2. Double-click on the Network and Internet icon in the Control Panel window.



3. The Network and Internet window appears. Click the View network status and tasks link and the Network and Sharing Center window appears.



4. Near the upper left frame, click on Manage wireless networks.
5. The Manage wireless networks that use (Windows Network Connection) window appears. Click the Add button.
6. The Manually connect to a wireless network window appears. Choose the Manually create a network profile link.
7. In the Network Name (SSID) section, enter wmcareystudent
8. In the Network Authentication pull-down menu, choose WPA2-Enterprise.
9. Set the Data Encryption to AES.
10. Click Next, a window appears indicating the wireless network has successfully been added. Click Change connection settings.
11. Click the Security tab. In the EAP type pull-down menu, choose Protected EAP (PEAP). Click the Settings button to the right of the EAP type pull-down menu.
12. The Protected EAP Properties window appears. Uncheck the Validate server certificate box.
13. In the lower section of the window, under Select Authentication Method, choose Secured password (EAP-MSCHAPv2) in the pull-down menu. Click the Configure button.
14. The EAP MSCHAPv2 Properties window appears. Uncheck the Automatically use my Windows logon name and password (and domain if any) box.
15. Click OK
16. Click OK in the remaining windows to activate wireless.
17. Click on the balloon prompt at the lower right of the screen.



18. Enter your WCU credentials (username and password) for the User Name and Password. *Review Chapter 2 for WCU account information.*
19. Leave the Logon Domain blank.
20. The first connection may be slow and may require you to restart your computer. After the initial connection, you should connect automatically on start up or when you enable the wireless on your machine.

Windows XP Wireless Configuration

You must have completed Chapter 2 of this guide in order to continue.

Once you have completed Chapter 2 of this guide you will use your WCU account credentials (username and password) to connect to the CareyAir Wireless Network.

----- IMPORTANT NOTICE -----

Your computer must be set up to use the Windows wireless configuration tool. If you find yourself having trouble configuring your wireless connection with these instructions on Windows XP, you are probably not using the Windows wireless configuration tool.

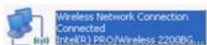
1. Click on the Start Menu and choose Control Panel.



2. Double-click on the Network Connections icon in the Control Panel window.



3. Double-click on the Wireless Network Connection Icon and the Wireless Network Connection window appears.



4. In the lower left frame, click on Change advanced settings.
5. The Wireless Network Connection Properties window appears. Choose the Wireless Networks tab.
6. In the Preferred Networks area, click the Add button.
7. The Wireless Network Properties window appears. Choose the Association tab.
8. In the Network Name (SSID) section, type wmcareystudent
9. In the Network Authentication pull-down menu, choose WPA. If WPA2 or WPA2-Enterprise are available choose one of these options as they provided stronger security. (Do not choose WPA-PSK).
10. Set the Data Encryption to AES.
11. Select the Authentication tab and uncheck the Authenticate as computer when computer information is available box.
12. In the EAP type pull-down menu, choose Protected EAP (PEAP).
13. Click the Properties button under the EAP type pull-down menu.
14. The Protected EAP Properties window appears. Uncheck the Validate server certificate box.
15. In the lower section of the window, under Select Authentication Method, choose Secured password (EAP-MSCHAPv2) in the pull-down menu.
16. Click the Configure button.
17. The EAP MSCHAPv2 Properties window appears. Uncheck the Automatically use my Windows logon name and password (and domain if any) box.
18. Click OK
19. Click OK in the remaining windows to activate wireless.
20. Click the balloon in the bottom left of the screen to activate the credentials window.



21. Enter your WCU credentials (username and password) for the User Name and Password. **Review Chapter 2 for WCU account information.**
22. Leave the Logon Domain blank.
23. The first connection may be slow and may require you to restart your computer. After the initial connection, you should connect automatically on start up or when you enable the wireless on your machine.

Mac OS X Wireless Configuration

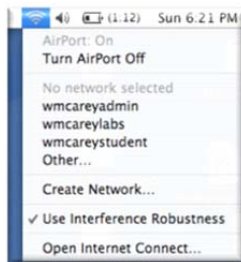
You must have completed Chapter 2 of this guide in order to continue.

Once you have completed Chapter 2 of this guide you will use your WCU account credentials (username and password) to connect to the CareyAir Wireless Network.

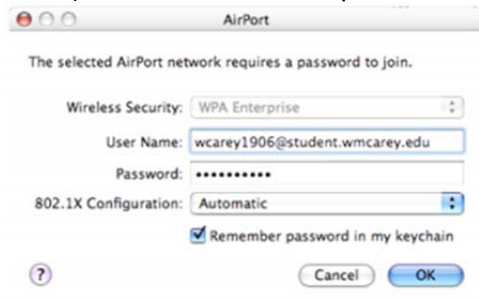
----- IMPORTANT NOTICE -----

Your computer must be setup to use the AirPort wireless configuration tool. If you find yourself having trouble configuring your wireless connection with these instructions on Mac OS X, you are probably not using the AirPort wireless configuration tool.

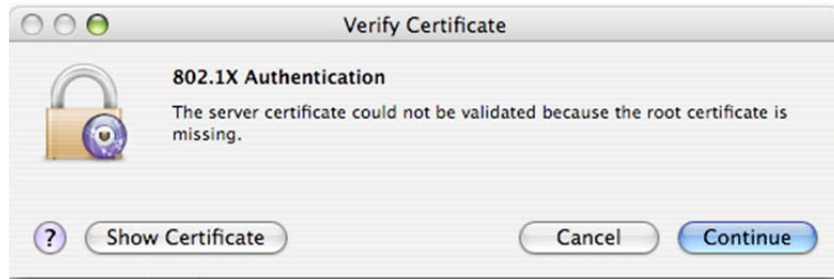
1. In the upper right portion of the menu bar, click and hold the cone shaped icon and select Turn AirPort On.
2. Click and hold the AirPort icon. The available wireless networks should be listed.
3. Select WMCAREYSTUDENT.



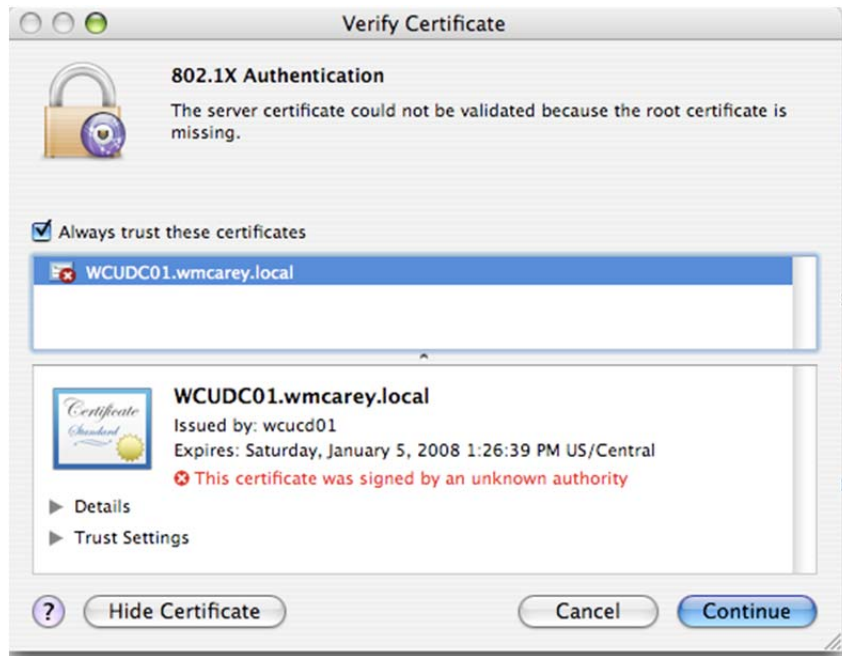
4. The AirPort window appears. Enter your WCU credentials (username and password) in the username and password fields.



5. Click OK
6. The Verify Certificate window appears. Click Continue.



7. Ensure that the Always trust these certificates is checked. If not, check it now.



8. Click Continue
9. The AirPort status window should indicate you are on the wmcareystudent network.

Troubleshooting & Help

The William Carey University Information Technology Department, IT, provides assistance to students through a per request ticket based help system. In order to receive support with your IT needs, you must complete and submit a form that will provide necessary information to the IT Department for troubleshooting. The following chapter will provide information on accessing the necessary form for ticket submission.

If you are having trouble logging into our services, please use the following instructions to submit an online support ticket.

----- IMPORTANT NOTICE -----

To avoid confusion and delay of resolution, you should not submit an online support ticket unless you have reviewed this document and attempted to resolve the issue based on this guide. When submitting an online support ticket, IT will assume that you have done this and will complete steps to resolve your issue based on this assumption. If you have not reviewed this document and submit an online support ticket, response and resolution times may be extended beyond normal expectations.

Do you need to submit an online support ticket?

1. Navigate to <https://indigo.wmcarey.edu/help> in your web browser.
2. Fully complete the form provided.
3. Click Submit.
4. After submitting a ticket and if a support representative is online, you may start a chat session if you would like. This option is only available if you have already opened a support ticket.

Want to change your WCU account password?

You will no longer be able to change your password from within D2L. All WCU passwords must be changed during the account setup process or from within the Indigo Portal. Follow the instructions below to change your WCU account password at any time.

1. Login to the Indigo Portal
2. Click on Change Password.
3. Click Submit.

Did you forget your WCU account password?

If you have forgotten your password, please go to <https://indigo.wmcarey.edu/student> and click on the Forgot your Password link to attempt to reset your password. When you reset your password it will affect access to all of your WCU IT resources.

Has your name changed?

Go to <https://indigo.wmcarey.edu/usernamechange> to submit a request to have your username changed. You must have changed your name in the Registrar's Office prior to submitting this request.