

INSTRUCTIONS FOR CONNECTING YOUR PERSONAL COMPUTER TO THE UNIVERSITY OF DUBUQUE NETWORK

IMPORTANT TERMS TO KNOW:

Operating System - A computer operating system (OS) is a special program that helps users interact with a computer to carry out their intended tasks. All computers come with an operating system installed on it.

Network Interface Card - A network interface card (NIC) is a computer circuit board or card that is installed in a computer so that it can be connected to a network.

Antivirus or Spyware Software – These are applications that monitors a computer for viruses or spyware by looking for irregularities in a computer system and then comparing its findings to a database of virus or spyware information.

Definition Files - This is a list of viruses or spyware that your antivirus or spyware software uses to keep your PC free from viruses or spyware. New viruses and spyware are constantly being created so it is important to update virus or spyware definitions/signatures regularly to protect against newly created viruses or spyware.

Network Cable – A cable that connects your computer to a network port. This is not a phone line. It is a round cable with ends on it that look like a telephone connection, only larger.

Hardware items needed to connect to the University network:

- A PC or laptop with Windows 7/8/10
- A network interface card (NIC) – most computers come with this
- A network ethernet cable – also called a cat 5 or cat 6 cable

Your personal computer needs to meet basic security requirements before you can connect to the University network and gain Internet access:

1. The latest service pack and/or critical updates for your operating system
 - Most new PC's already have these updates. Sometimes PC's that have just had their operating system restored need to have these updates reapplied.
2. An antivirus program with an up-to-date

Important notes before starting:

This process will be required before each semester while attending the University of Dubuque. Students are required to complete this process themselves.

Estimated time for completion could be up to one hour or more, depending on your computer and what products may be needed. Here's how to proceed:

1. Connect to UD_WiFi using your network login and password
2. A web page (Posture Check) will automatically open (if you haven't installed the OnGuard client)
3. Click on the correct link for your operating system to install the client
4. Save the file
5. Run the ClearPassOnGuardInstall from the Downloads folder or the saved location

6. **When the status bar is half way across screen, move that Extractor windows up to see the Installer language windows behind it and click OK**
7. Next and Finish (leave the Run ClearPass OnGuard checked)
8. ClearPass OnGuard will present a popup window to login
9. Login using your network login and password.
10. This agent will check your computer for Critical Windows updates and an Antivirus program.
11. The agent can be found in the taskbar as a green or red icon. If it's green (healthy), no updates needed. If it's red, double-click the icon to open the agent to see what is needed. Run Windows updates or install an antivirus program that is up-to-date.

This agent is persistent and needed to connect to UD_WiFi. It will constantly check your computer and prompt you to install latest updates. Keep your computer updated and you will stay connected.

If you encounter any difficulty, please contact the Help Desk at x3737. Call the Help Desk from your room, with the computer on. Help Desk staff will assist over the phone. The Help Desk is open from 8 am – 5 pm.