

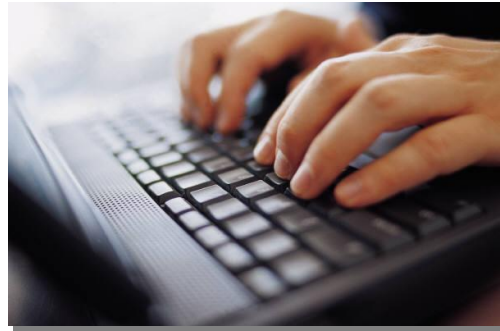
## Internet Access for Guests staying in ECU Residence Halls

---

This is for access to the **WIRED** connections in the guest rooms. We cannot offer wireless connections due to current security restrictions. ECU does not supply Ethernet cables.

### Guest Information

- Username: **SummerCamps**
- Password: **Guest10**
- Server: **Visitor**



**Follow the instructions on this sheet. DO NOT follow the instructions to remove your existing antivirus software on the web page that opens when first starting to use the Internet. Those instructions are for ECU STUDENTS.**

### Guest Information:

#### Requirements for Network Access, Windows Operating System (OS)

1. The Cisco NAC Agent must be installed from the screen that should open when you open a web browser, or attempt to visit a non-ECU site in a web browser.
2. Any Symantec or McAfee anti-virus with current AV definitions (see back of flier for more info)
3. Patch levels for OS must be current

#### Requirements for Network Access, Macintosh Operating System (OS)

1. The Cisco NAC Agent WILL NOT be installed, user should log on via the web page that should appear.
2. Any anti-virus with current AV definitions (see back of flier for more info)
3. Patch levels for OS should be current

As a Guest of ECU, these requirements must be met to use the network. Software is licensed for the use of Faculty, Staff, and Students. It is your responsibility to procure and install a supported Anti Virus product. You may freely download and install the Cisco Clean Access Agent without penalty, but we ask that the Agent be removed once your stay at ECU has concluded. CCA Agent serves no purpose outside our environment. Once you login you'll have access to Windows update, Symantec Live Update, and McAfee update which will allow the computer to meet our minimum network requirements.

**Note:** ECU reserves the right to immediately revoke network access for any client exhibiting behavior detrimental to the operation of the ECU network! **SEE BACK FOR MORE INFO**

## Troubleshooting for Internet Access for Guests staying in ECU Residence Halls for Microsoft Operating Systems

Please make sure that the following steps have been taken to grant you access to ECU's network.

- **Please make sure that you are downloading Cisco NAC Agent.** The easiest way to download this program is to hook your Ethernet cable to your computer – wait a moment and then open your internet browser. A login will appear – please enter the login provided to you on the opposite side of this page. There will then be a prompt and a link instructing you to download the **Cisco NAC Agent** – please follow all directions and complete the installation.
- **Once you have installed the Cisco NAC Agent, use the username/password information from the top of the first page.** The screen for Cisco NAC Agent looks like the graphic to the right.



- **Your computer must have the most up to date up-dates from Microsoft.** The most efficient way to ensure that your computer has the most current updates from Microsoft is Start>Control Panel> Automatic. This should bring up a new window that should have a link to “Windows Update Web Site.” Please follow the directions that are provided and download all updates that are “High Priority”.
- **You are required to have some type of Anti-Virus (AV) software downloaded onto your computer.** It is ECU's policy that all computers accessing its network be equipped with some type of Anti-Virus software. If you currently have AV software on your computer, please make sure it has the most current updates from the software company. If you do not have AV software on your computer, you can download a free AV program from <http://www.avast.com/>. There are a few different levels of downloads – you should choose the “FREE Software” link on the top of the page. From there, look for the link to “Download”. After downloading the software onto your computer, please install it and run it to check for updates. However, since you cannot access the internet on ECU's network until you have AV, you cannot download AV while using our network. You should utilize an alternate network (Krispy Kreme on the corner of 10<sup>th</sup> St and Charles Blvd offers free wireless internet) and download Avast using their network. An alternative to the free software is that you may purchase a subscription of Symantec AV through the Symantec website - <http://www.symantec.com> which is accessible through our network.

If you are still unable to access ECU's network after completing all of these steps, please contact the Neighborhood Service Office (in Todd Dining Hall 252-328-4044 or West End Dining Hall 252-328-4022) and they will get in-touch with someone to assist you with access. IT support is usually only available M – F 8am – 5pm, but in an emergency after hours, we may be able to call someone to assist.