



# network connection guide

## Welcome to AQnet!

Welcome to AQnet at Aquinas College. AQnet allows you to connect your computer to the Internet through our high-speed connection from the comfort of your room and other convenient locations throughout campus.

Computers and other networked devices must be registered with the college through an online registration system. This ensures that your devices — more specifically, computers — are up-to-date with the latest security updates and anti-virus definitions. This system, powered by Bradford Networks, utilizes a small application that resides in your system tray with the sole purpose of ensuring your computer is compliant. Additionally, this system allows us to send out bulletins in the event of a school closing or imminent threat. The access and registration system is a run-once process, and can be accessed via an Internet browser (i.e. Internet Explorer, Firefox, Safari, etc) once you've connected to our wired or wireless network.

## Visit our Website

The AQnet website contains all the information you need to get connected with AQnet, including detailed connection instructions for all major operating systems and browsers. For more information and instructions, visit our website at <http://www.aquinas.edu/aqnet>

## getting started

While most computers will work with AQnet right out of the box, a few may require some simple configurations. Instructions for computers running Windows and Macintosh operating systems are available on our website. Connecting is as simple as 1, 2, 3...

- 1 Turn on your wireless card or plug in your network cable
- 2 Connect to AQnet Wired or AQnet Wi-Fi ("AQnet")
- 3 Launch an Internet browser and follow the on-screen instructions

## Operating System Updates

**For unrestricted access to AQnet, users will have to keep their PC or Mac patched with the latest operating system updates.** Windows users can obtain the latest critical updates using Windows Update and Mac users can use the Apple Updater tool. Instructions regarding specific operating systems can be found on the AQnet website. In the absence of the latest critical operating system updates, you will be denied access to AQnet and will be quarantined. You will, however, be able to download updates in quarantine.

## Anti-virus and Security Applications

**Up-to-date anti-virus software is required for AQnet use.** If you do not have anti-virus software, you will be quarantined during the registration process. While quarantined, you will be allowed to acquire one of several free anti-virus programs available such as AVG, AntiVir, or Avast!. Alternatively, you may install your own anti-virus software during this time. **During quarantine, your access to anti-virus updates will not be restricted. While most anti-virus software is accepted, a full list of supported applications can be found on our website.**

## Remember...

Keep in mind that **it is up to you to keep your anti-virus software and operating system up-to-date.** If your anti-virus software/definitions or your operating system is out-of-date, you will be flagged as at-risk and quarantined.

## Game Consoles, Handhelds, and Other Devices

Once you've registered your computer, you may register a gaming device such as an Xbox 360, Playstation 3, or Nintendo DS in your name by visiting [www.aquinas.edu/otherdevices](http://www.aquinas.edu/otherdevices). Mobile devices that utilize the wireless connection on campus, such as an iPhone, are activated just like a computer, but bypass the installation of the Bradford Networks client.

## E-mail Clients

AQnet provides the ability to send and receive mail using your Aquinas email account via your own email client such as Outlook, Thunderbird, or Mail. Complete instructions for email clients are available within your Google-powered Aquinas Email. Detailed instructions for external email accounts are also available by going to <http://www.aquinas.edu/aqnet>.

## Operating Systems




The supported operating systems listed at the right are subject to change at any time.

## Anti-virus Software

Anti-virus packages supported by AQnet include but are not limited to AVG, Norton/Symantec, McAfee, and Avast!. A comprehensive list can be found on our website. Macs and computers running Linux do not need an anti-virus program although it is recommended.

## Policies

During the registration process, you will be asked to review several established policies governing technology use. To register and use AQnet, you must accept and comply with these policies. These policies may be obtained online at <http://www.aquinas.edu/about/privacy.html>

 <b>PC</b>	 <b>Mac</b>
<ul style="list-style-type: none"><li>• XP <i>(with Service Pack 2 or higher)</i></li><li>• Vista <i>(with Service Pack 1 or higher)</i></li></ul>	<ul style="list-style-type: none"><li>• Tiger <i>(10.4.11 or higher)</i></li><li>• Leopard <i>(10.5.6 or higher)</i></li></ul>
 <b>Other</b>	<b>Anti-virus</b>
<ul style="list-style-type: none"><li>• Linux <i>(Distributions such as Ubuntu, SUSE, Red Hat, Mandriva)</i></li></ul>	Anti-virus software is required for AQnet connectivity. A full list of supported applications can be found on our website.

# need help?



### Visit us Online

The Information Technology & Services (ITS) Department's website contains a wealth of information for students who may be having connectivity issues. Other information provided includes: Good security practices, computer lab hours, restricted services, and password retrieval. Visit us today at <http://www.aquinas.edu/computer>.



### AQnet Support Wizard

Aquinas offers an online support wizard to help you with problems you may encounter on AQnet. Requesting help is easy - simply visit <http://www.aquinas.edu/aqnet> and click on the AQnet Support Wizard icon. Then enter your contact information and a description of your problem and a Technology Assistant (TA) will contact you to troubleshoot the problem.



### Laptop Clinic

ITS will be holding a Laptop Clinic for students that may be having trouble with their AQnet connection. If you're having difficulty connecting, stop by. There will be two sessions; one on Thursday, August 20<sup>th</sup>, from 4:30p.m. to 6:30p.m., and another on Friday, August 21<sup>st</sup>, from 1:00p.m. to 3:00p.m. Both sessions will take place in the Academic Building, room 355. For problems after clinic dates, please use the support wizard.



### Visit in Person

We are here to help you with your network access, technology concerns, etc. The Help Desk is staffed Monday through Friday, 8:00a.m. to 5:00p.m. Either contact the Help Desk at 632-2050, electronically by addressing your email messages to [techhelp@aquinas.edu](mailto:techhelp@aquinas.edu), or stop by the Academic Building room 350.