

Student Internet Connectivity Guide

Campus WiFi

There are two WiFi networks available on campus:

Eduroam:

- Only for connecting computers, laptops, cellphones, and tablets.
- No MAC address registration required
- Sign in with your CSUS email and password
 - These are the same credentials you use to login to your student email.

SacLink:

- To connect smart TVs, gaming consoles, Amazon Echo and Firestick devices, Apple TV, etc.
- Required MAC address registration (see below)

What devices can I NOT connect to the WiFi?

- WiFi printers (can be used with USB cable only)
- Google Chromecast/Home
- Personal WiFi extender, modem, router, switch/hub, etc.

How do I connect?

- **Some devices must have their MAC address registered with the network before they will be able to connect**
 - Smart TVs (Roku, Sharp, Vizio, Samsung, LG, Apple TV, Chromecast, etc.)
 - Gaming Consoles (Xbox, Playstation, Nintendo Switch, etc.)
 - Other “Smart Home” devices like Amazon Echo/Firestick, Smart Lightbulbs, projectors, etc.
 - Most devices other than laptops, desktops, smart phones, and tablets typically need to have their MAC addresses registered.
 - Devices that must be registered cannot connect to Eduroam, only SacLink
- **Other devices do not need to be registered**
 - Most laptops, desktops, and tablets do not need to have their MAC addresses registered. These devices are able to connect to eduroam (not SacLink) with no further setup.

Device Registration

To register a device:

Either scan the QR code below



Or go to the [URL](https://tinyurl.com/UHSITTicket) (<https://tinyurl.com/UHSITTicket>)

Note: Activation takes up to 5 business days after the request is submitted.

You will receive the following:

- **Email #1:** An email will be sent to you containing your Ticket Receipt and Ticket Number, informing you we have received your request and will begin processing it.
- **Email #2:** An email from IRT (Campus IT) will be sent to you, informing you they have received your request and will process it on their end.
- **Email #3:** An email from either IRT (Campus IT) or Housing Tech Services (Housing IT) will be sent to you, informing you that your request has been processed and completed.

What exactly is a MAC Address?

A “MAC address” is a 12-digit, alphanumeric code (A-F, 0-9) typically found in the Settings/Wi-Fi menu of your device. It is in the format A1:B2:C3:D4:E5:F6. The MAC address the help ticket requires is the “Wireless MAC address”, NOT the “Wired MAC address”; in any case, the exact type of MAC address needed will be specified below depending on the device.

Why do I need to provide a MAC address?

Think of your device as your home, your device’s MAC address as your home address, and the campus’s network as the postal service. The postal service has a package that it needs to deliver to your home, so it checks your address and sends the package on its way. Without your address, the postal service cannot route the package to the correct home. In order to deliver your goods, the postal service needs your address so it knows where the package needs to go. In other words, if the network doesn’t have your MAC Address registered, it won’t be able to provide internet to your device because it won’t be able to identify your device on the network.

How do I find my MAC Address?

Gaming Consoles:

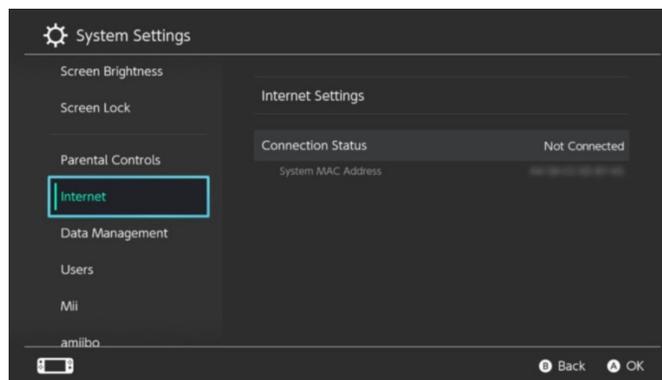
Xbox One: From Dashboard, Go to Settings, to Network, to Advanced Settings, to Wireless MAC



PlayStation 4: Go to Settings, to System, to System Information, to MAC Address (WiFi)



Nintendo Switch/Lite: From Home Menu, to Select System Settings, Scroll and Select Internet to System MAC Address

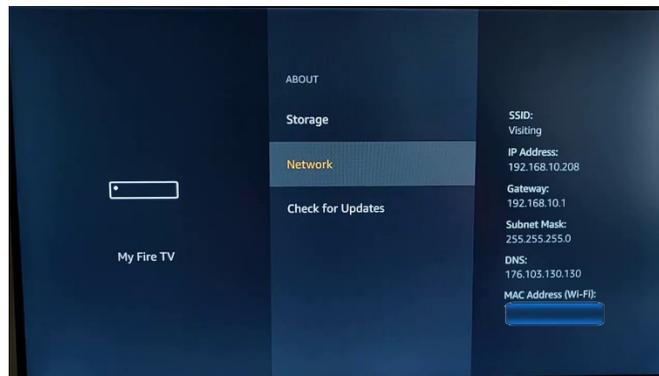


Amazon Devices:

Amazon Echo/Alexa: Download Amazon Alexa App, Sign in with your account, Connect to the wireless network the DEVICE creates, Go to setup, Scroll to the bottom, MAC Address



Amazon Firestick: Scroll to Settings, Scroll/Select System, Select About, Scroll to Network, Wi-Fi MAC Address



Smart TVs:

Roku: From Home Screen, Select Settings, Network, Wireless MAC Address OR Locate the pair of six 2-digit pairs separated by colons, Wireless MAC Address



Sharp: Press menu on the remote, Highlight Initial Setup, Select Network Setup, Connection Type, Highlight Wireless, Select IP Setup, Scroll to the bottom, Wireless MAC Address

Vizio: Press menu on the remote, Highlight/Select Network, Network Connection Displays, Select Manual Setup, IP Settings Menu Displays, scroll to the bottom, Wireless MAC Address

Samsung: Press menu on the remote, Select Network, Select Network Settings, Scroll to the bottom, Wireless MAC Address

LG: Go to Settings (Gear Icon), Scroll/Select Network, Scroll/Select Wi-Fi Connection, Select Advanced Wi-Fi Settings, MAC Address

Apple TV: From Main Menu, Click About or Network, Wi-Fi Address



Troubleshooting

IOS Phones and Tablets:

- Access your device's wireless settings and select **eduroam**.
- Enter your SacLink Email. This is just your Sac State username with @csus.edu attached on the end of it. Leave mode on **Automatic**.
- Tap **Join**.
- You will be prompted to download and accept the eduroam Wi-Fi certificate. Tap **Trust**.
- If prompted to, enter the passcode for your device.
- You will now be connected to eduroam in just a moment!

Chromebook & Android 11 November 2020 Security Update and Earlier:

- Navigate to your device settings and select eduroam
- Enter the following settings:
 - EAP method: PEAP
 - Phase 2 Authentication: MSCHAPV2
 - CA Certificate: Do Not Validate
 - Identity: Your SacLink username with @csus.edu attached at the end of it. Use your SacLink password as well.
 - Leave "Anonymous Identity" blank
 - Tap connect

Chromebook & Android 11 December 2020 Security Update and Earlier:

- If you do not have any data to the Android device, connect to the SaLink wireless network, open the webpage to login when prompted, tap on "Unable to connect to eduroam?", type in your credentials below, then tap login."
- If you have cellular data service to your Android device, continue with instructions.
 - Go to the Google Play Store and [Download the SecureW2 app](https://play.google.com/store/apps/details?id=com.securew2.paladin&hl=en_US&gl=US) (https://play.google.com/store/apps/details?id=com.securew2.paladin&hl=en_US&gl=US)
 - Open the SecureW2 app.
 - Tap **Search and Setup, New Network.**
 - Under domain type, *csus.edu*, then tap **Continue.**
 - A *Location Permission Required* screen will show. Tap **Yes, App will configure and connect.**
 - Android will prompt for location permissions for JoinNow MultiOS. Tap **While using the app.**
 - Type in your SaLink credentials and tap **Continue.**
 - On the *We're Almost Done* screen, read the information and click **Next.**
 - Tap **Allow** when prompted to *Allow suggested Wi-Fi networks.*
 - If the previous screen prompted you to *Allow*, tap **Next**, otherwise continue following the directions the previous step did not prompt you.
 - Tap **Done.**
 - If you previously connected to SaLink to gain data access, go into your wireless networks, tap on SaLink, tap the gear, then tap Forget.
 - eduroam should now be connected to your device. If not, go into your Wi-Fi settings and tap on **eduroam.**
 - If eduroam still fails to connect, you likely typed your credentials in the wrong. Open the "JoinNow MultiOS" app, then select "Restart Setup" to type in new credentials.
- Do not remove the **JoinNow MultiOS (SecureW2) application** from your Android device. Doing so will disconnect your device from eduroam and you will be unable to connect.

Printers

- Personal printers cannot be connected to the internet directly due to the way our campus's network is set up. However, you can still make use of your printer by connecting it to your computer with a USB cable. If you want to connect your own printer to the school's internet, you need to connect the printer to your computer and use the computer's internet access.

Ethernet Port Activations

As of Fall 2022, Housing Technology services will no longer be able to activate ethernet ports for residents. Students are encouraged to bring laptops capable of connecting to wireless networks or to buy a wireless adapter for their personal computer. Computer labs are also available in each residential hall for student use.

We're Ready to Help!

Email us: housingtechservices@csus.edu

Visit us: University Housing office in Riverview Hall Monday-Friday, 8:00 a.m. - 5:00 p.m.