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## Assistance

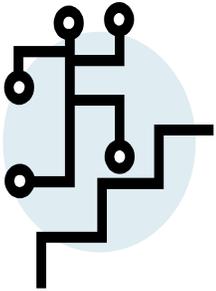
Need help with your internet connection?

### Wireless Internet

If you require assistance connecting to wireless internet, feel free to contact the ResNet Desk at 519-888-4567 ext. 33538.

The ResNet Desk is open during the following times:

Monday—Friday	8:30am-8:30pm
Saturday	12:30pm-8:30pm
Sunday	12:30pm-8:30pm



200 University Ave W  
Village 1 Room 113  
Waterloo, ON  
N2L 3G1

Phone: 519-888-4567 ext 33538  
Fax: 1-888-759-0963  
E-mail: [reshelp@uwaterloo.ca](mailto:reshelp@uwaterloo.ca)

### Wired Internet

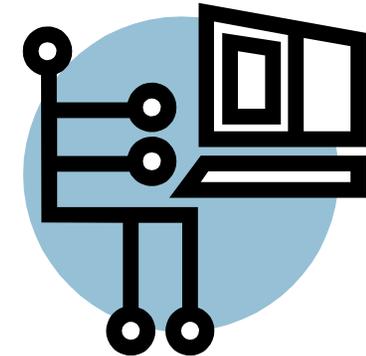
If you require wired internet access, please contact the Conference Centre Font Desk.

## INFORMATION SYSTEMS

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### Technical Support and Services

## Conference Centre Wireless Internet Connection



**WATERLOO**  
**HOUSING AND**  
**RESIDENCES**

**Tel: 519-888-4567 ext 33538**

## Connecting to Wireless Internet

### Windows XP

Follow these steps to connect to wireless internet with Windows XP:

*Start menu > Control Panel > Network Connections*

Right click on *Wireless Network Connection* > Click *View Available Wireless Networks*

Click on *uw-unsecured* and press the *Connect* button

Open the browser on your computer (ie: Internet Explorer, Firefox, etc.) and you will automatically be taken to the UW Network Authentication sign in page

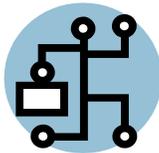
On the sign in page, click on the *Eduroam* link

Once on the *Eduroam* page, click on the *XpressConnect* link to download the configuration tool

On the *XpressConnect* page, click the green *Start* button and the download should start automatically

Click *Install* and on the Welcome page, sign in using the username (*username@uwaterloo.ca*) and password given to you by the Conference Centre and then click *Continue*.

Once logged in, your connection will automatically be switched to the secured network and you will stay connected by default



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### Windows Vista

Follow these steps to connect to wireless internet with Windows Vista:

*Start menu > Connect To*

Click on *uw-unsecured* and press the *Connect* button

Open the browser on your computer (ie: Internet Explorer, Firefox, etc.) and you will automatically be taken to the UW Network Authentication sign in page

On the sign in page, click on the *Eduroam* link

Once on the *Eduroam* page, click on the *XpressConnect* link to download the configuration tool

On the *XpressConnect* page, click the green *Start* button and the download should start automatically

Click *Install* and on the Welcome page, sign in using the username (*username@uwaterloo.ca*) and password given to you by the Conference Centre and then click *Continue*.

Once logged in, your connection will automatically be switched to the secured network and you will stay connected by default



### Windows 7

Follow these steps to connect to wireless internet with Windows 7:

*Start menu > Control Panel > Network and Sharing Centre > Change Adapter Settings*

Right click on *Wireless Network Connection*

Click *Connect/Disconnect* and choose the *Eduroam* wireless network connection from the pop up menu

Sign into the Network Authentication dialogue box with the username (*username@uwaterloo.ca*) and password provided to you by the Conference Centre.

After clicking *OK*, you will get a warning message. Click on *Details* and confirm that it says the following before clicking the *Connect* button:

Radius server: [eduroam.uwaterloo.ca](http://eduroam.uwaterloo.ca)  
Root CA: Globalsign Root CA

### Mac OSX

Follow these steps to connect to wireless internet with Mac OSX:

Open *System Preferences*, then turn on *AirPort* if it's not already on

Click on *uw-unsecured*

Open the browser on your computer (ie: Safari) and you will automatically be taken to the UW Network Authentication sign in page

On the sign in page, click on the *Eduroam* link  
Once on the *Eduroam* page, click on the *XpressConnect* link to download the configuration tool

On the *XpressConnect* page, click the green *Start* button and the download should start automatically

Click *Install* and on the Welcome page, sign in using the username (*username@uwaterloo.ca*) and password given to you by the Conference Centre and then click *Continue*.

Once logged in, your connection will automatically be switched to the secured network and you will stay connected by default