

Important Networking Information for Students

LEARN HOW TO REGISTER YOUR DEVICES FOR NETWORK
ACCESS, SETUP EMAIL AND CREATE A HELPDESK TICKET.

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HOW TO ACCESS THE MY DEVICES PORTAL TO REGISTER YOUR DEVICE

STEP 1: Go to <http://www.misericordia.edu/networking>:

Home > Other Offices > Information Technology > Networking

Human Resources

Office of Planning

Campus Store

Information Technology

- Technology on Campus
- Students and Parents FAQ's
- Student Helpdesk
- Networking**
- myMU
- myMU mobile
- Dell Computers Partnership
- Software Partnerships
- Computer Policy
- Student Identity Verification Procedures and Distance Education
- IT Staff

Marketing

Office of Institutional Research

Office of Sponsored Research

Public Relations and Publications

NETWORKING

Connecting to the Wireless and Wired Internet on Campus

Misericordia University has implemented a Network Admission Control (NAC) solution called Cisco ISE. The purpose of this solution is to protect the wired and wireless users and computers on campus.

Cisco ISE will run on all wired ports in the Residence Halls and on all wireless networks on campus. In order to access the network, *each student* will be required to register any device they wish to connect to the network. Once the device is registered the student will use their myMU username and password when logging onto a network. Students are limited to five devices at this time.

If you need assistance, or have any issues, please email the I.T. Student Helpdesk at restech@misericordia.edu.

Students are required to maintain an updated antivirus program of their choice; they must also keep their Operating System up to date in order to connect to the network.



[Click Here to Register your Devices for Network Access](#)

Instructions for Network Access

You will need to register your devices for Network Access BEFORE you come to school. Students can register a maximum of five devices. Each device will need to be registered before it can connect to the Misericordia Wireless Network. Please scan the QR code above "IT Setup Info." to open the instructions on how to register and setup email on your devices. If you cannot scan the QR code, please click on this link [I.T. SETUP INFO.PDF](#) to open the document.

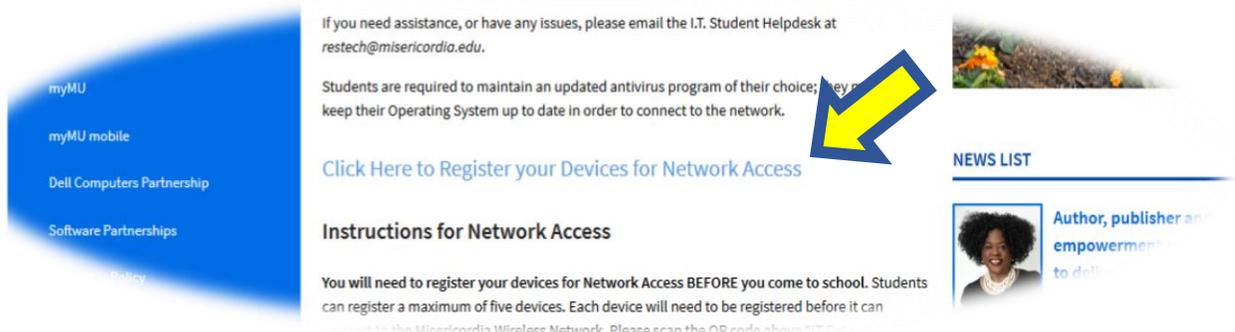
If you are a returning student, please remember to login to the Devices Portal to make sure that all your devices are registered correctly, with the right information. If your device is not working, we suggest you delete that device and re-register it on the Devices Portal. If you have a newer device, please remember to delete the old device and register the new device.

NEWS LIST

-  Author, publisher and life empowerment strategist to deliver convocation keynote address [5](#)
-  Summer exhibit highlights Cheech Marin's guitars and Mexican-American art

STEP 2: Select "Click Here to Register your Devices for Network Access"

If you get an error that page is not secure, press Advanced or Show Details and then proceed to the link.



If you need assistance, or have any issues, please email the I.T. Student Helpdesk at restech@misericordia.edu.

Students are required to maintain an updated antivirus program of their choice; they must also keep their Operating System up to date in order to connect to the network.

[Click Here to Register your Devices for Network Access](#)

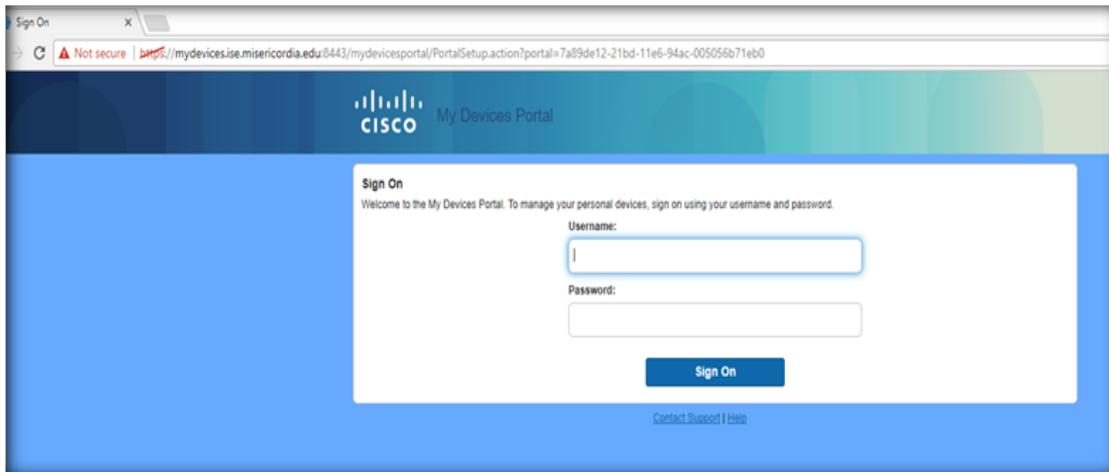
Instructions for Network Access

You will need to register your devices for Network Access BEFORE you come to school. Students can register a maximum of five devices. Each device will need to be registered before it can connect to the Misericordia Wireless Network. Please scan the QR code above "IT Setup Info." to open the instructions on how to register and setup email on your devices. If you cannot scan the QR code, please click on this link [I.T. SETUP INFO.PDF](#) to open the document.

NEWS LIST

-  Author, publisher and life empowerment strategist to deliver convocation keynote address [5](#)

STEP 3: You will then login to the Devices Portal with your myMU username and myMU password:

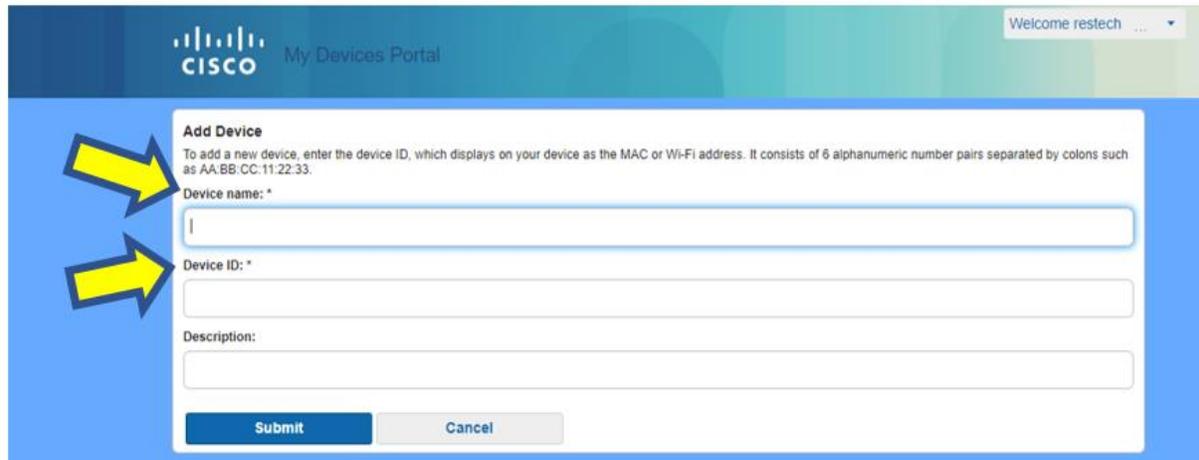


STEP 4: Once you are logged in, click on ADD to start adding your devices to be registered.



STEP 5: Enter in a name for your device in the Device Name field and add in the MAC address of your device.

Continue reading below, to see how to find the information from your device, that needs to be registered



The screenshot shows the 'Add Device' form in the Cisco My Devices Portal. The form includes a header with the Cisco logo and 'My Devices Portal' text. A user greeting 'Welcome restech' is visible in the top right. The form itself has a title 'Add Device' and a sub-header explaining that the device ID is a MAC or Wi-Fi address consisting of six alphanumeric pairs separated by colons. There are three input fields: 'Device name: *', 'Device ID: *', and 'Description:'. At the bottom of the form are 'Submit' and 'Cancel' buttons. Two yellow arrows point to the 'Device name' and 'Device ID' fields.

***When you type in the MAC address, make sure that you put the colon (:) between each set of characters. ***

It should look like 00:12:ab:cd:34:56 when entered

***We do NOT support wireless printers to be connected to the wireless network on campus. You will need to plug your printer in with a USB printer cable. ***

***We do NOT support Google Chromecast's. ***

HOW TO FIND MAC ADDRESS

COMPUTERS:

WINDOWS

- Right click on the Start Menu (on the bottom left hand corner of the screen).
- Click on either Command Prompt (Admin) or Windows PowerShell (Admin). A User Account Control box may pop up and ask for your permission to open this application. Click on Yes.
- A black or blue box will appear with a blinking cursor. Type in:
ipconfig /all
- Then press Enter. A list of networking information will appear.
- Scroll in the list for the Wireless LAN adapter Wi-Fi or Wireless LAN adapter Wireless Network.
- Once you find that, look for the Physical Address. This is the Wireless MAC address of the computer.

It looks like: **00-12-ab-cd-34-56**

***Notice that the address has the dashes (-) instead of the colon (:). When you enter this MAC address into the [My Devices Portal](#), you NEED to have the colon: between each set of characters. ***

APPLE

- Click on the wireless icon on the top right-hand corner of the screen
- Click on Open Network Preferences
- On the bottom right hand corner, click on the Advanced button.
- On the bottom of the box that appears, you will see the Wi-Fi Address.

It looks like: **00:12:ab:cd:34:56**

This is the Wireless MAC address of the computer, and what you will need to enter in the [My Devices Portal](#).

***Notice that the MAC Address has colons between the sets. This is exactly how it needs to be entered in the My Devices Portal page. ***

GOOGLE

- Sign into your Chromebook
- On the bottom right, select the time
- Select Wi-Fi network and at the top of the box, select ⓘ Information.
- Locate the Wi-Fi address. This is the MAC Address of your computer.

***Notice that the MAC Address has colons between the sets. This is exactly how it needs to be entered in the My Devices Portal page. ***

Once your device is registered, you will connect to the **MU-Cougars network** with your myMU username and myMU password. You will not be able to join this network until the device is registered first.

***Do NOT connect to the MU-Guest or the MU-Cougars-Play network. This network will NOT get you connected to the Internet and may cause issues.**

If you experience any issues with the wireless on this device, please contact the I.T. Student Helpdesk by emailing restech@miser cordia.edu. Specify where exactly you are located, the type of device having the issue, a contact number, and description of the problem.

HOW TO FIND MAC ADDRESS

PHONES AND TABLETS:

IPHONE

- Go to Settings.
- Select General and then tap on About.
- Scroll down to where you see the Wi-Fi Address.

It looks like: **00:12:ab:cd:34:56**

***Make sure that you enter in the MAC Address in the [My Devices Portal](#) correctly. The Bluetooth Address is listed directly below the Wi-Fi address, so make sure you do not get them confused. Only register the Wi-Fi Address. ***

ANDROID

- Go to Apps then Settings.
- Scroll down and select “About Device”, or “About Phone”
- Scroll down to where you find the Wi-Fi MAC Address.

It looks like: **00:12:ab:cd:34:56**

***Make sure that you enter in the MAC Address just as you see it. The Bluetooth Address is listed directly below it, so make sure that you only register the Wi-Fi Address. ***

***Once you register your computer, phone or tablet, you will now connect to the MU-Cougars network with your myMU username and myMU password. ***

***Do not put @misericordia.edu to the end of your username. ***

***Do NOT connect to the MU-Guest or the MU-Cougars-Play network. This network will NOT get you connected to the Internet and may cause issues.**

Google

- From the Home screen, swipe up to view all apps.
- Go to Settings, then System, then select About Phone
- Scroll down to view Wi-Fi Mac Address.

It looks like: **00:12:ab:cd:34:56**

***Make sure that you enter in the MAC Address just as you see it. The Bluetooth Address is listed directly below it, so make sure that you only register the Wi-Fi Address. ***

***Once you register your computer, phone or tablet, you will now connect to the MU-Cougars network with your myMU username and myMU password. ***

***Do not put @misericordia.edu to the end of your username. ***

***Do NOT connect to the MU-Guest or the MU-Cougars-Play network. This network will NOT get you connected to the Internet and may cause issues.**

HOW TO FIND MAC ADDRESS

GAMING CONSOLES:

MICROSOFT: XBOX

XBOX 360:

- Select System then go to Network Settings.
 - Select Wireless Network.
 - Select Configure Network.
 - Select the Additional Settings tab on the upper right-hand side.
 - Click on the Advanced Settings tab and your Wireless Mac Address will be there.
- It looks like: **0012abcd3456**

You will notice that MAC address does not have a - or : between every two characters. When you type in your MAC address in the [My Devices Portal](#), you will need to enter in the colon after every 2 characters

XBOX ONE:

- Navigate to My Games and Apps
- Select Settings
- Select Network and then Advanced Settings.
- The MAC address for both the wired and wireless adapters will be displayed on the right. They will both look like: **00-12-ab-cd-34-56**

When you register your gaming console to the wired or wireless network, you will now connect to the [MU-Cougars-Play](#) network.

PLEASE NOTE:

***If you want to connect wirelessly, then enter in the Wireless MAC Address to the [My Devices Portal](#).**

***If you want to connect using the Ethernet cable, type in the Wired MAC Address to the [My Devices Portal](#).**

SONY: PLAYSTATION

PS 3:

- Go to Settings and then select System Settings
- Scroll down to System Information
- Your wireless MAC address will be displayed. It looks like this **00:12:ab:cd:34:56**

When you enter in the MAC address to the Devices Portal, make sure that you put the : between every 2 characters.

PS 4:

- Arrow up to the top, until you see the different Menu items.
- Scroll over to Settings.
- Go down to Network, then select View Connection Status
- On the list, you will find both the MAC addresses for the wired and wireless connections.

When you register your gaming console to the wired or wireless network, you will now connect to the MU-Cougars-Play network.

PLEASE NOTE:

***If you want to connect wirelessly, then enter in the Wireless MAC Address to the [My Devices Portal](#).**

***If you want to connect using the Ethernet cable, type in the Wired MAC Address to the [My Devices Portal](#).**

NINTENDO: SWITCH

NINTENDO SWITCH:

- From the Home menu, select the “System Settings”
- Select “Internet Settings”
- Select “Other Information”
- Tap “Confirm MAC Address.”
- Find the System MAC Address. It looks like: **00-12-ab-cd-34-56**

***Make sure that you enter in the MAC Address in the [My Devices Portal](#) correctly. ***

When you register your gaming console to the wired or wireless network, you will now connect to the [MU-Cougars-Play](#) network.

***We do NOT support wireless printers to be connected to the wireless network on campus. You will need to use a USB printer cable. ***

We do NOT support Google Chromecast’s, Google Home products

HOW TO FIND MAC ADDRESS

STREAMING DEVICES:

AMAZON:

Echo

-Download the Amazon Alexa app to your phone or computer.

-Sign in with your Amazon account.

-Connect to the wireless network by your Echo device.

The wireless MAC address will be at the bottom of the Echo Setup screen in the Alexa app.

Fire Stick

-Go to the Home Screen of the Fire Stick.

-Press Menu

-Select Settings and find Device Info.

This is where you will find the Wi-Fi MAC Address

ROKU:

Device:

-From the Roku Home screen, select Settings.

-Select Network. Locate the Wireless MAC Address.

***Make sure that you enter in the MAC Address in the [My Devices Portal](#) correctly. ***

***Once the device's MAC Address is registered in the [My Devices Portal](#), you will now be able to connect to the MU-Cougars-Play network.**

This network is ONLY for Gaming Consoles and streaming devices; NOT for phones, tablets or computers. *

OTHER DEVICES

...All devices need to be registered to gain Internet access on campus. If you have any device that is not listed above, it will need to be registered.

These devices may include (but not be limited to) a Kindle, Smart TV, Echo, Blu-Ray player, etc. These devices will need to be registered in the [My Devices Portal](#).

-Go to any web browser and search “**How to find mac address of _____.**”
(In the blank space is where you would put in what type of device you have).

-Follow the steps it listed to finding the MAC address

-Then follow the steps provided in this document to register your device.

All Gaming Consoles, streaming devices, Smart TV’s, and Blu-Ray players will connect to the MU-Cougars-Play network.

The other networks will never work for these devices.

***We do NOT allow wireless printers to be connected to the wireless network on campus.**

You will need to use a USB printer cable. *

***We do NOT allow Google Chromecast’s or Google Home products on our University network. ***

IMPORTANT NOTES:

You register your devices on your own! You won't have to wait in line.

Once your device is registered, you will be able to connect to the Misericordia University network.

-If you have a device that you are not sure if it will connect, please contact the I.T. Student Helpdesk and we will verify if that device is acceptable for our network.

If you have any issues connecting, once the device has been registered, first check your [My Devices Portal](#) to see if the device is still listed. Do NOT try connecting to the other networks, this will not work at all, and it will cause issues.

- *If you see it listed, then make sure that you are connecting to the right network. If you see the networks that you should not be connecting to, then remove them and login to the correct one.*
- *If you do not see it listed, then register your device again and connect to the correct network.*

If you are still having issues, please email restech@misericordia.edu.

Include the following:

- 1) What type of device is having the issue?**
- 2) What is the MAC Address of the device (specify if it's wired or wireless),**
- 3) Where exactly did the issue occur (building and room number)?,**
- 4) What time did the issue start?**
- 5) What specific issue are you having?**

We will email you back with a solution.

IF YOU NEED TO REGISTER YOUR DEVICES AND YOU ARE ALREADY ON CAMPUS, YOU CAN GET TO THE DEVICES PORTAL BY USING THE DATA ON YOUR DEVICES, GOING TO THE LIBRARY OR COMPUTER LABS, OR USING A FRIENDS' DEVICE THAT IS ALREADY REGISTERED

HOW TO ACCESS TELEVISION STATIONS: *RESIDENTS ONLY*

ROKU SETUP (FOR INITIAL SETUP OF A NEW ROKU):

STEP ONE:

Plug in the HDMI cable from your Roku device, to the HDMI port.
Plug in the power cord from your Roku device to the outlet in the wall.

STEP TWO: SETUP THE ROKU

The Roku will turn on and prompt you to select the Language.
It will then search for a wireless network.

[This device will need to be registered in your Devices Portal.](#)

To register your device:

-First, on the Roku device, you need to find the MAC Address. To do this, on the Network settings screen, scroll down to *Scan again to see all networks* or *Private Network* – do not select them. On the right-hand side of the screen, you will see your wireless MAC Address. Take note of this, as this is what you will need to enter in the Devices Portal.

-Secondly, login to the Devices Portal and select Add. Type in:

1. Device Name: Roku (or whatever name will let you know which device this is)
2. Device ID: Enter the MAC Address for the Roku. It should look like 00:00:00:00:00:00
Press Submit.

*This will count as one (1) of your five allowed devices.

-Third, on the Roku, select the **MU-Cougars-Play network**. When it connects, you will see two green check marks. Then select your display type.

STEP THREE: ACTIVATE THE ROKU.

1. Go to <https://roku.com/link>
 2. Enter the code displayed on the TV in the middle box
 3. If you have an account, sign in. If you do not have an account, create one. (We recommend using your personal email address for your Roku account).
 4. Then you will name your device. It will ask you to select the room where the device is located. You can also change the name of the device. Then select the check box to agree to the terms and agreement.
 5. On the next screen, you will select No. Resident students at Misericordia University do not pay for cable.
 6. Answer if you ever rent or buy movies: Yes or No
 7. Next, select the channels that you subscribe to. (Example, Netflix, Hulu, Prime Video, Pandora, etc.), then press Continue.
 8. Build your lineup. Select the topics provided, that interest you, then press Continue.
 9. Add more channels you may like, or press Continue.
 10. Login to any of the existing stream apps provided, if you have any account. If you don't, you can select the free trial or press Continue.
- You are all done. You can close out of the page online and go to your Roku. It will begin to install any of the apps that you have added from the previous screens.

STEP FOUR: SETUP XFINITY STREAMING

Visit <https://support.xfinityoncampus.com/hc/en-us/articles/115005087288>

THIS WILL HAVE ALL OF THE INSTRUCTIONS THAT YOU WILL NEED TO SETUP XFINITY STREAMING.

ROKU SETUP (FOR PRE-OWNED ROKU DEVICES):

STEP ONE:

Plug in the HDMI cable from your Roku device, to the HDMI port.
Plug in the power cord from your Roku device to the outlet in the wall.

STEP TWO: SETUP THE ROKU

The Roku will turn on and search for a Wireless Network.

[This device will need to be registered in your Devices Portal.](#)

To register your device:

First, on the Roku device, you need to find the MAC Address. To do this, on the Network settings screen, scroll down to *Scan again to see all networks* or *Private Network* – do not select them. On the right-hand side of the screen, you will see your wireless MAC Address. Take note of this, as this is what you will need to enter in the Devices Portal.

Secondly, login to the Devices Portal and select Add. Type in:

1. Device Name: Roku (or whatever name will let you know which device this is)
 2. Device ID: Enter the MAC Address for the Roku. It should look like 00:00:00:00:00:00
- Press Submit.

*This will count as one (1) of your five allowed devices.

Third, on the Roku, select the **MU-Cougars-Play network**. When it connects, you will see two green check marks. Then select your display type.

STEP THREE: SETUP XFINITY STREAMING

Visit <https://support.xfinityoncampus.com/hc/en-us/articles/115005087288>

THIS WILL HAVE ALL OF THE INSTRUCTIONS THAT YOU WILL NEED TO SETUP THE XFINITY STREAM APP ON YOUR ROKU DEVICE.

HOW TO SETUP EMAIL ON YOUR DEVICE

APPLE:

-Go to Settings then scroll down to Accounts & Passwords

-Select Add Account

-From the menu, choose Exchange

-**Username:** your full myMU email address

(for example: restech@misericordia.edu)

-**Description:** A name to describe this account (for example: Misericordia, MU, school, etc)

-On the next page, type in:

-**Password:** your myMU password *case sensitive*

-Next, your phone will verify those settings and then bring up another page for you to finish entering in some details.

-**Server:** owa.misericordia.edu

-**Domain:** mucampus

-**Username:** your myMU username (without @misericordia.edu)

-**Password:** Verify your myMU password *case sensitive*

-On the next screen you will choose what settings you want to be synced to your account. Mail, Contacts, Calendars, Reminders, Notes, etc.

***Please Note: If you change your myMU password, you will need to update your password on this account. ***

ANDROID:

-Go to Settings then to Accounts.

-Add Account. Select Microsoft Exchange ActiveSync. If you do not see that on the list, then select Corporate.

-Email Address: your full myMU email address (for example: restech@misericordia.edu)

-Password: your myMU password *case sensitive*

-Select Manual Setup.

-Domain\Username: mucampus\myMU username
(your device might already have your username in the field, but you will need to enter in mucampus\ before your username).

-Exchange Server: owa.misericordia.edu
(your device might already have misericordia.edu in the box, but you will need to enter in the owa. before it.)

-A remote security administration box will appear. Select Ok.

-Then a list of options will be displayed.

*Period to sync Email: You can select how far back you want to get your mail.

*Period to sync Calendar: You can select how far back you want to get your events.

-Click on Next.

-Account Name: A name to describe this account (for example: Misericordia, MU, school, etc)

(By default, your full email address will be displayed. We would encourage you to change it to something different from any other accounts you may have).

***If you receive a pop up that says Device Administrator, select Activate to complete the setup process. If you select Cancel, the email account will not be set up. ***

***Please Note: If you change your myMU password, you will need to update your password on this account. ***

GOOGLE:

-Go to Settings then select Users & Accounts

-Select + Add account and select Exchange

-Email Address: your full myMU email address (for example: restech@misericordia.edu)

-Select Manual Setup then select Exchange

-Password: enter your myMU password

-Domain\Username: mucampus\myMU username

(your device may already have your full email address filled in, delete the @misericordia.edu so that you only see your myMU username displayed. Make sure you that you put the mucampus\ before your myMU username).

Server: owa.misericordia.edu

(you may already see @misericordia.edu for the server. Make sure that you add owa. before the misericordia.edu. So that it reads owa.misericordia.edu completely).

Port: Do not change

Security type: Do not change

-Select Next

-Your device will validate the server settings, and if all is successful, you will receive a pop-up for Remote Security Administration. **Select Ok.**

-On the next screen, select Activate this device Admin App to allow your account to be added.

-Account name: enter a name that would best describe this account. For example, Misericordia or MU.

(By default, your full email address will be displayed. We would encourage you to change it to something different from any other accounts you may have).

***Please Note: If you change your myMU password, you will need to update your password on this account. ***

HOW TO INSTALL MICROSOFT OFFICE 365: (FOR FREE)

Follow the steps below to install the Misericordia University version of Microsoft Office on your devices if you do not already have it. This will be available to all valid students. Once you are not registered for classes, you will not have access. This will be available for the time in which you are enrolled for classes. Once you are not registered for any classes, your subscription will expire, and you will have 90 days of read-only mode.

WINDOWS AND APPLE COMPUTERS:

-Go to <https://portal.office.com>.

-Sign in:

Username: your full myMU email address (including @misericordia.edu)

Password: Misericordia123 (for first time logging in).

Create a new password.

-Once you are signed in, on the top right, click on Install Office then select Office 365 apps. This will begin to download the Office program to your computer.

-You will need to double-click the file to run it and begin the installation to your computer. This may take some time.

-When the program is fully installed to your device, open Word, on the top right click on Sign In. Enter in your Microsoft credentials that you created to access all the features of this program. You will be able to save documents to One Drive, as well as to your computer.

APPLE PHONES OR TABLETS:

-Go to the App Store

-Search for the Office program that you want to install. (Word, Excel, PowerPoint, etc.)

you will have to install each item separately

-Once it is installed, login with your Microsoft credentials that you created.

ANDROID PHONES OR TABLETS:

-Open the Google Play Store.

-Search for the Office program that you want to install. (Word, Excel, PowerPoint, etc.)

you will have to install each item separately

-Once it is installed, login with your Microsoft credentials that you created.

CHROMEBOOKS:

- Open the Google Play Store.
- Search for the Office program that you want to install. (Word, Excel, PowerPoint, etc.)
you will have to install each item separately
- Once it is installed, login with your Microsoft credentials that you created.

Office 365 is only for valid Misericordia University students. Once you are no longer registered for any classes, then your subscription will expire, and you will have 90 days of read-only. Once your account is inactive, you will need to purchase the Office suite on your own.

If you have any issues with Office 365, please email restech@misericordia.edu

HOW TO CREATE A HELPDESK TICKET

This will explain how to submit a Helpdesk Ticket, if you ever need our help with fixing any of your electronic devices. We offer free computer support, 7 days a week, to all students.

-Login to myMU.

-Click on the Student Life tab and on the left, select Information Technology

-On the right, under IT LINKS, select "Submit a Student Helpdesk Ticket."

-On the page that comes up, select **SUBMIT A NEW TICKET**

-Verify the information that comes up on the next page:

User Type: Make sure to select Resident or Commuter

Phone Number: Enter your full phone number

Dorm/Room Number: Select your dorm from the drop down and then tell us what room number you are in.

Equipment: Select what device you are bringing down, in the drop down.

*If you are bringing a power adapter, case, etc. then please enter all those things in the "If Other equipment type, please specify" box.

Manufacturer: Who made your computer? Example: Dell, Asus, Lenovo, Apple, HP, etc. That is all that you must enter in that box.

Computer Password: This is the password or PIN that you use to login to the device. Make sure to use capital letters if you have them in your password.

Problem Type: Select your problem type from the drop down. If your issue is not listed, or cannot be categorized in that list, then please provide it in the "If other problem type, please specify."

Problem Notes: Describe to us, in detail, what is wrong with the device. The more detailed you are, the better, so that we can fix everything.

-Click Submit.

This will create a new ticket for you and provide you with a ticket number.

Bring your equipment to the I.T. Student Helpdesk and let us know your name, and ticket number.