University of Toledo ResNet Wireless Usage FAQ

1. How do I connect to the ResNet wifi network?
   - This can be done by locating the SSID called “Resnet”, connecting to it, next open a web browser, and you should be provided with a login page. If your device does not support the use of a browser then it cannot be used on UT wireless ResNet network.

2. What credentials do I need in order to access the SSID called ResNet?
   - A valid/active UT (UTAD) logon ID and password can be used to access this network. For assistance with activating your account please refer to myutaccount.utoledo.edu web site.

3. What is the preferred wifi frequency I should use to achieve the best overall performance on my mobile device?
   - Generally speaking use of the 5.0 GHZ frequency is preferred as it should allow for the least amount of wireless interference. Configuration of this varies by device and unfortunately some devices such as Iphones, Ipads, or Apple laptops do not allow modifications to this setting but instead choose for you. If you need further assistance on configuring wireless in manner please refer to the information commons desk located in the Carlson Library on Main Campus.

4. Can I use my own wireless router in the Residence Halls?
   - Use of personal networking equipment or modification to the UT network is strictly prohibited. Use of your own wifi routers does create interference with UT networking equipment and degrades the level of service we can provide in the Residence Halls.

5. Who do I call if I have problems connecting or using UT’s wireless network within the Residence Halls?
   - The University of Toledo Information Technology department is staffed 24x7x365 and can be reached at 419-530-2400 in the event problems occur while using this service. Alternatively a helpdesk ticket an be submitted using the web site isupport.utoledo.edu.

6. If I need help configuring wireless on my device where can I take it?
   - The Information Commons located within the Carlson Library on Main Campus can assist with configuration issues related to the devices you wish to use.
7. Should I use a wired or wireless connection in the Residence Halls?
   - This is a matter of personal preference and mobility needs you may have. In addition you may have other requirements which might lead you to using one or the other. However, use of devices such as gaming consoles will perform best when utilizing a hard wired network connections.

8. What UT network resources can I access from the Residence Hall Wifi or Wired network?
   - Any UT website or other resource you can access via the Internet is available within the Residence Hall network.

9. What UT wireless networks are available outside the Residence Hall buildings?
   - We currently have the networks called “Public” and “SecurePublic” available for general internet access usage. Connecting to public is nearly identical to the connection method used for “Resnet” network. Use of the SSID “SecurePublic” requires first connecting to the SSID and then providing your UTAD credentials when prompted by the operating system on the device you are using.