Registering your gaming console, smartTV, streaming and other network devices for Internet access

All students living on campus must register gaming consoles, smartTVs, streaming devices and other network devices connecting to either the wireless or wired network. Follow the instructions below to register your devices online.

> ⓘ **This registration is _not_ used for computers, laptops, smartphones or tablets. For those devices, see** How to Connect to the SU-Secure Wireless Network (General Instructions)

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Register your Device

You can register up to 10 devices on this system.

> ⊘ To connect your device to the SU Wi-Fi network, your device will need to be able to connect to a WPA2 Enterprise network. You will also need to be able to set up the device without connecting to it with another device through the SU wireless network, either by remote, on screen commands, Bluetooth connection or the device's private wi-fi network. See below for more details.

- First, you'll need to find the MAC address for your device. For most devices, see instructions for locating your MAC address at this page: Find Your MAC Address
  - If your device is not listed, you can also use a web browser to search "Find my MAC Address on [name of your device]", e.g. "Find my MAC Address Xbox One".
  - Wired and wireless connections have their own separate MAC addresses. If you are connecting your device with an Ethernet cable, make sure you choose the Ethernet/LAN (Local Area Network)/Wired address. If you are connecting your device wirelessly, make sure to choose the Wireless/WiFi MAC address.
- Open https://devicereg.salisbury.edu in a web browser and log in with your SU student username and password.
- Click **Create Device**.
- Enter a **Device Name** (so you can recognize this device in your list). Select the connection type from the drop-down, and enter the appropriate MAC address.
  - Make sure that you select the correct connection type. If you are connecting the the Wi-Fi, choose Wireless. If you are connecting an ethernet cable, choose Wired.
- Double check that the MAC address is correct (wired MAC for wired connection, no B's for 8's, etc.) and then click **Create Device**.
- On the **Finished Creating Device** screen, make sure everything is correct, then you can click **Create another device** to add another device, or click **Manage devices** to manage your devices.
- Remember to turn off your device for **_fifteen_** minutes before turning it back on.
- **If you are connecting wirelessly, once your device is turned on, connect to the SU-Connect wireless network.**

> ⊘ **Wireless Printers, Google Chromecast and other devices that connect to other devices through wi-fi**
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> Devices which require a Wi-Fi connection to another device on the network in order to function will not work with our SU wireless network. For example, Google Chromecast requires an app to be installed on a computer or mobile device to setup and operate the Chromecast. This app needs the computer or mobile device to be able to see and access the Chromecast on the wireless network in order to function, which is not possible on the SU wireless network.
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> Devices which are able to be set up as a standalone device can work, but functions that depend upon a wireless connection to another device would not work. Wireless printers and storage devices would not function wirelessly, but may still function if they are connected directly to the computer. Media devices like Apple TV would also still be able to be setup and connect to the wireless network to use such services like streaming media (Netflix, Hulu, etc.), but the wireless screen sharing and media sharing capabilities would be unavailable on the SU wireless network.
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> If you are not sure if your device will work with our wireless network, please contact Technology Support by calling 410-677-5454.

Manage and Troubleshoot your Device

If your device is having trouble connecting to the network, you can use Manage Devices to make sure everything is correct with it.

- Open https://devicereg.salisbury.edu/guest in a web browser and log in with your SU student username and password.
- Click **Manage Devices**.
- Click on the device that is having the issue.
- Verify that the MAC address is correct.
- Verify that the Wired/Wireless selection is correct for the type of connection you are using.
- Verify that the MAC address is the right one for the type of connection you're using (Ethernet/Lan for Wired, Wireless/WiFi for wireless).
- If any of the above are incorrect, click Edit to make the changes, then click **Update Device**.

- Turn off your device(device must be off, not in sleep mode) for <u>fifteen</u> minutes to allow the changes to take place, and then re-connect.

If you have verified that the MAC address is correct and the connection type is correct, then submit a ticket online at http://support.salisbury.edu/user. Choose **I am having a Problem Connecting to the Internet.** Make sure to provide the MAC address you are using for the device in the ticket.

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