Note: You MUST have anti-virus installed and updated on machine as well as updated operating system patches in order to get access to the network

IT FAQs

What is a MAC Address?

- A Media Access Control, or MAC address, is composed of 12 letters and numbers separated by colons. An example of a MAC address is:

  01:23:45:67:89:ab

How do I set up my wireless printer to my dorm room?

- We do not support wireless printers. There are network printers in each dorm as well as several in the library. Instructions for setting those up are are available on our website:

  www.it.scu.edu

What is a DMCA?

- DMCA stands for Digital Millennium Copyright Act. This prohibits downloading of copyrighted material without the owner's consent. If you suddenly cannot connect to the SCU network from your laptop, check your email on one of the library computers to see if your machine has been banned for a DMCA violation.

Can I connect my smartphone, iPad, and Kindle to the wireless network?

- Yes you can! It is basically the same instructions as for your laptop, however, there is also a separate pamphlet outlining the instructions for connecting your device to the network

Additional Information

Go to it.scu.edu for more information on wireless access, additional information on setting up email, configuring mobile devices, printing, and more.

Try using these following tags for more information. First download Barcode Scanner for your mobile phone, open the app, and scan the tags.

SCU Information Technology

Contact Student Services

SCU Library

Santa Clara University

Student Technology Services
Santa Clara University
500 El Camino Real
Santa Clara, CA 95053
(408) 554-5050
www.it.scu.edu

Santa Clara University

Connecting to the Campus Wireless Network

Student Technology Services
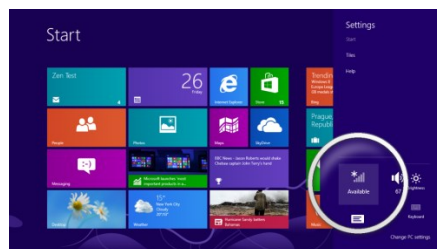

Revised April 8th, 2013

Windows XP/Vista

1. Double click on the Wireless Network Connection icon on the lower right corner of the screen (in the tray system next to the clock).

2. Select **BroncoWiFi** from the list of wireless networks and click **Connect**. It should have "WPA2" security.

3. When it asks for a network security key, enter "gosantaclara". Enter it again to confirm the key. Click **Connect.**

4. The wireless networks list should refresh, and after a couple of seconds, the computer should be connected to the network.
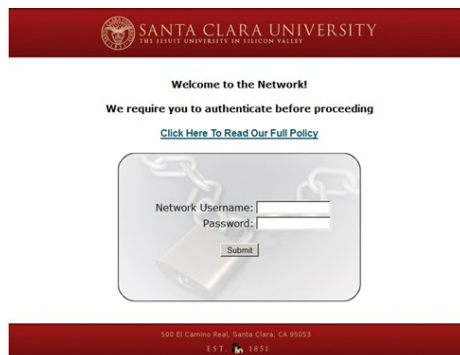
Go to Step 5

Windows 8

1. From the *Start* screen, move your cursor to the bottom right hand corner to open the charms. Click *Settings* and then *Network*

2. Select **BroncoWifi** from the list of wireless connections and click *Connect.*

3. When it asks for a network security key, enter "gosantaclara" and click *Next.*

4. Follow the steps under the Windows 7 section to install SafeConnect and have full internet access from the network.

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5. Open any browser (i.e. Internet Explorer, Firefox, etc.). Going to any webpage should redirect you to the network login page.

6. Enter your Novell username and password. **The password for your Novell login is the original password received from the university or the one you changed it to. If your username or password is rejected, contact IT at (408) 554-5700 to reset your account.**
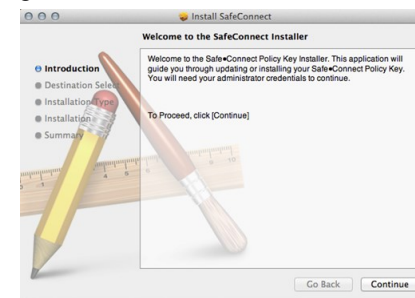
Windows 7

1. After following Steps 1 through 4 from WINDOWS XP/VISTA, open internet browser and it should redirect to the web login page.

2. Login into SafeConnect by using Novell username and password. This will redirect to the Agent Download page.

3. Another page should come up showing the links to see the Acceptable User Policy, to Accept and Download, or to Decline. Click **Accept and Download.**

4. A new window will ask you to open Service Installer. Click **Save File**.

5. Under Downloads, double click **Service Installer** to bring up installation window.

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6. A small window like the one below, should pop up. Click **Install** and SafeConnect will be installed on your computer.

Mac OS X

1. Click on the wireless icon in the top right area of the screen. Select **BroncoWiFi** from the drop-down menu.

2. When it asks for a WPA password, enter "gosantaclara" and click **OK.**

3. Open any browser (i.e. Safari, Firefox, etc.). Going to any webpage should redirect you to a network login page. Enter your Novell username and password. **If you have changed your email password, that does not change your Novell login. Your password is the one you first received from the university.**

4. Click **Accept and Download.** A window, like below, should show up on the screen. Download and install the SafeConnect Agent.

5. Follow the on-screen instructions to download the client. After logging in you will have full internet access from the network.