UAM Wireless Network

There are two networks that students are able to connect to

**UAMWiFi-Guest** – The guest Wi-Fi is an unsecure and open connection that offers only internet access with the exception of essential UAM resources, such as WeevilNet, Email, and Blackboard.

**UAMWiFi-Secure** – The secure Wi-Fi offers an encrypted and safe connection to the UAM network, which includes full internet access as well as access to UAM Campus Resources including WeevilNet, Student Email, Library Resources, and Blackboard.

Both of these connections require your Student login information:

**Xxx999999@uamont.edu**

**Um999999**

With the **Guest** network, you simply connect, and upon opening your browser, you are redirected to a webpage where you enter your credentials, accept the terms and conditions, and are given Guest access to UAMs network.

Whereas on **Secure**, you connect to the Wi-Fi and enter your credentials immediately to connect to the network, after which you open your browser and are redirected to the Cisco Identity Services page to install the Cisco NAC agent, which runs out of your browser, scans your computer for a suitable antivirus to connect, and then prompts you to accept or reject the Network Usage Policy pending your scans results. After accepting you are given full access to UAMs network, including campus resources including WeevilNet, Email, etc.

First things first,

Make sure your UAM Login information (i.e. Your UAM Email and password) is up to date. You may change your password from the default set by the system, if you forget your password contact IT department to have the initial password reset.

Enrollment to Change Password/ Unlock Account

1. Go to the UAM Home Page: **WWW.UAMONT.EDU**
2. Click on Email (top op page)
3. Scroll down to Password Assistance and click the link
4. Click on **Change Password/ Unlock Account**
5. **Sign in** with your **User Name** (followed by @uamont.edu) and your **Password** (the same one you use for your email password) and then click **Login**.
   The **Welcome portal for password self-service will display**
6. Click on **Click Here**

   **You will be redirected....**

7. Click the **Enrollment tab**, select two **security question**, provide the **Answers**, then click **Enroll**.

Now that you have successfully registered your account, **YOU** can change your password or unlock your account.
CHANGE YOUR PASSWORD-
1. Go to the UAM Home Page: www.uamont.edu
2. Click on Email (top of page)
3. Scroll down to Password Assistance and click the link
4. Click Change Password/Unlock Account
5. Sign in with your User Name (followed by @uamont.edu) and your Password (the same one you use for your email password) and then click Login
6. Click the Change Password tab, enter your Old (current) password, your New password twice and then click OK

Follow Domain Password Policy Requirement:
http://www.uamont.edu/InformationTechnology/passwords.htm
Your password should now be changed successfully
If you forget your password, you must call 870 460 1036 to have it reset.

UNLOCK YOUR ACCOUNT
1. Go to the UAM Home Page: www.uamont.edu
2. Click on Email (top of page)
3. Scroll down to Password Assistance and click the link
4. Click on Change Password/Unlock Account
5. Click Unlock Account
6. Enter your Domain User Name (WITHOUT the @uamont.edu) and click Continue
7. Answer the security question, Type the characters you see in the picture, and then click Continue
8. Again, Type the characters you see in the picture and click Unlock Account

Your account should now be unlocked

Troubleshooting Tips
Whether on your computer, or on your mobile device, if the error message you are receiving when attempting to connect is anything along the lines of, “Authentication Error” or, “Incorrect Username/Password” then it is most likely that your login information has expired, and needs to be reset and/or unlocked.
If you are certain that your account information is up to date and not locked, then,
   a. Make sure that your login is your username AND the domain @uamont.edu
      i.e. XXX99999@uamont.edu
   b. On mobile devices, leave the Anonymous Identity field blank.
   c. Make sure that the authentication method for connecting is set to WPA2 Enterprise
      (Only required for UAMWi-Fi-Secure)
Mobile Devices: Try forgetting the network first.
On many devices, pressing and holding on the network you’re trying to connect to will bring up the option to “Forget the network”. Doing this will log you out of the network if you’re connected and erase any account information that you may have previously used to connect.

Computers: Fix your connection settings
If you are having trouble connecting on your laptop or desktop computer, there are a number of settings that may be affecting your ability and ease of connection with the Wi-Fi.

Windows:
First we’ll start with a step by step walkthrough of connecting with Windows.

1) Find the internet icon in the bottom right corner of your screen (It could be signal bars OR a computer monitor)

2) Click it, and then select UAMWi-Fi-Secure

3) Open Internet Explorer (Use this browser when connecting to ensure an easier process)

4) Attempt to go to www.uamont.edu and you will be redirected to the Cisco Identity Services page

5) Here, press “Click to install agent”, and proceed to press “Install” “Accept” “Agree” “Allow” “Trust” or any term needed to install the Cisco NAC Agent.
6) After installing the Cisco NAC Agent, it will then scan your computer for a suitable antivirus. If you do not have one of the five acceptable AVs, we recommend Microsoft Security Essentials.

Once this scan is complete, a new window will appear that will either ask you to Accept or Reject the Network Usage Terms and Conditions.

or it will tell you that you did not pass the requirements, and send you to the remediation network for 5 minutes before rejecting your client. At that point, you will need to install a suitable antivirus and attempt to disconnect and reconnect to the Wi-Fi.

**Fixing Windows Connection Settings**

1) First, find your internet connection icon in the bottom right of your computer screen, it should appear as a Wi-Fi symbol or a computer monitor. Right click this icon, and select “Open Network and Sharing Center”.
2) From this new window, click in the left pane “Change adapter settings”. You should see 1 or 2 adapters to choose from. One named Ethernet, and the other Wi-Fi. **Right click** the adapter matched with the type of connection you are trying, and then choose **Properties**.

3) A new window should have appeared, and in this window you will find a scroll menu, listing a number of selections. Scroll down until you find these 2 entries:
   a. Internet Protocol Version 6 (TCP/IPv6)
   b. Internet Protocol Version 4 (TCP/IPv4)

4) **Double click** both of these options, and select **Obtain an IP address automatically** and **Obtain DNS server address automatically**. These settings should always be set to automatic, any other option selected will cause you to either be redirected to websites other than what you wanted, or not be able to reach any websites, among them including UAM’s resources and essential websites for students.
Mac OSX:

In order to connect with a Mac to the UAM wireless network, you must first configure your Mac to connect properly.

1) Connect to UAM Wi-Fi-Secure, and enter your credentials

2) Make sure you have Java installed on your Mac, the download can be found here: [http://www.oracle.com/technetwork/java/javase/downloads/jre8-downloads-2133155.html](http://www.oracle.com/technetwork/java/javase/downloads/jre8-downloads-2133155.html)

3) Configure your Java settings appropriately by opening System Preferences > Java > Advanced and setting “Perform signed code certificate revocation checks on” to Do not check (See a – d)
4) Open Safari, and go to [www.uamont.edu](http://www.uamont.edu), and then click in the top-left Safari > Preferences
5) In Preferences, click the Security tab, and then click Website Settings beside Internet-plugins:

6) In the new window that has appeared, on the left-hand pane select Java and set it to Run in unsafe mode.
Be sure to click **Trust** in the window that appears after confirmation.

7) With these settings in place, you are now ready to Install the Cisco NAC Agent. Close any instances of Safari that may be open, and run Safari once again to get started.

8) In the address bar type [www.uamont.edu](http://www.uamont.edu). You will be redirected to the ISE Portal. This is the page that will check to see if you have the agent installed on your machine. Wait for it to determine your installation until you see this:

9) Click the button that says “Click to install agent”
Click “Continue” “Accept” or any confirmation buttons along the installation process to ensure that it installs correctly.
10) An installation window will appear

Simply hit continue and install

Until the finished product is installed on your machine
11) You will now see in the top-right of your status bar a new icon. This is the Cisco NAC Agent.

12) Shortly after you see this, a new window will appear and either ask you to accept or reject the Network Usage Terms & Conditions.

Or your computer will not pass the scan, and instead will be put into the remediation network, in which you need to download and install a suitable antivirus that meets the Network requirements. We recommend ClamXav, which can be downloaded here: https://www.clamxav.com/download.html
If you are getting an error involving a “Proxy”

In the original window, “Network and Sharing Center”, Look to the lower left of the window in the left pane and click on “Internet Options”. In the new window, select the “Connections” tab, and then click the button that reads “LAN settings”. The only box that should be checked in this window is “Automatically detect settings”.

Recommended Wi-Fi and Ethernet Programs & Antivirus

You can connect to the Guest network to download

In order to connect with to UAMs networks, we require students to have an updated and suitable antivirus installed on their machines, to protect their own machines, as well as protecting other students from any harmful software that may be on a machine connected to the network.

Wi-Fi

Though there are 5 acceptable Antiviruses to connect to the Wi-Fi, we recommend:

**Microsoft Security Essentials** \[FREE\]

This antivirus is a small, compact, and very effective antivirus that is quick to download, quick to install, and provides all the functionality of a premiere antivirus, **at no cost** to you.

Ethernet

Among the many antiviruses, you may encounter a failure passing the scan if you have not updated your antivirus. **If you are using AVG, you will not pass the scan** in order to get on the Ethernet. You must first uninstall AVG and all of its components before attempting to connect again.

The antivirus that we recommend you use, is:

**Malwarebytes** \[FREE\]

Including the same features such as active protection, system scanning, and firewall protection, this antivirus is also quick to download, install, and simple to use. Once again, at no cost.