New Ospreys Read This Before Connecting!

Use a Hard-Wired Connection When in Your Room:
There are hard-wired network connections in every room in the residence halls and wireless coverage throughout the residence areas. **It is highly recommended when you are connecting in your room, use a hard-wired connection.** This will provide you with a more consistent and faster connection. To do this, you will need an Ethernet cable. Plug one end of the Ethernet cable into your computer and the other end into the jack in the wall of your room. You can purchase an Ethernet cable in UNF’s bookstore or any store that sells computer supplies.

SafeConnect
1. After establishing an Internet connection and when you open a web browser, you will be asked to install SafeConnect.
2. It will check for the following:
   - Anti-virus and anti-spyware software installed and up to date
   - “Automatic operating system updates” are enabled
   - No Peer to Peer software/services running
   - No router connected
3. When the requirements are met, access to UNF’s network is permitted.

Use a “Secure” Wireless Network – Not “Guest”
When using a wireless connection, it is highly recommended you choose a network that has the word “secure” in its name. The “secure” wireless networks provide access to more UNF resources and they encrypt the data (provides better security). The “secure” wireless networks require you to login using your UNFID and password. The “guest” network requires no login and only provides access to the Internet and Internet-fac ing services. The “guest” network is designed for use by campus visitors (not affiliated with UNF).

Check Out the Student Technology Toolkit!
Find out everything you need to know about the technology tools available to UNF students: Email, Blackboard, UNF Mobile App, Passwords, Virtual Lab and much more. Visit [http://www.unf.edu/its/Tech-Toolkit.aspx](http://www.unf.edu/its/Tech-Toolkit.aspx)

Having Technical Issues?
If you encounter connection issues, can’t access a UNF resource, have a virus (computer running very slow) – contact the ITS Help Desk. They are open seven days a week and you can call them at 904-620-4357, email them at helpdesk@unf.edu, visit them in their new location on the first floor of the Thomas G. Carpenter Library, or submit your problem online at help.unf.edu.

TV
Digital satellite TV service is provided in every room and apartment, but requires a digital cable-ready TV with a QAM tuner (and/or an analog TV with a digital-to-analog converter box) as well as a coax cable. When connecting your digital TV to the available cable outlet for the first time it will most likely be necessary to run the television’s set-up and/or channel search function. Most television set-up and/or channel search functions are accessible via the television’s main menu function.