IT Services

Help topics related to Information Technology Services and technology available on and off campus.

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  - Start a Google Meet
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- Networking
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How Do I ...

Help for how to accomplish specific tasks.

Share a video file with my instructor

Using Google Drive - Computer

- *App settings can vary based on your device. For additional help, please visit Google Support.*
- Begin by recording your video and saving it to your computer.
- From that same computer, open Google Drive
- Make sure you're logged into your MLC account by looking for the MLC logo in the upper right corner.
  - If you're not, click the profile picture in the upper right corner and either choose your MLC account from the menu or click **Add another account** to add your MLC account.
- Click **New** in the upper left corner and choose **File upload**.
- Find where your recording is stored on your computer and click **Open**.
  - If you're not sure where it is, check your downloads or pictures folders or use the search function.
- An upload progress box will appear in the bottom right corner of your screen. Depending on the length of your video and the speed of your internet connection, it could take several minutes.
- When the upload has completed, locate your files by clicking the video icon in the bottom right corner. You can also find it by clicking **Recent** in the left-side menu.
- A preview of your video will open after you click. Please know that it could take a while for Google Drive to process the video. You can still continue with these directions, even if the video hasn't processed yet.
- Click the three dots in the upper right corner and choose **Share**.
- Click **Get shareable link**.
- The link will automatically be copied to your computer's clipboard. You can also click the **Copy link** button.
- Paste the link into Moodle, an email, or wherever your instructor has asked you to share the video.

Using Google Drive - Mobile Device

- *App settings can vary based on your device. For additional help, please visit Google Support.*
- Download the Google Drive app to your mobile device if you don't already have it.
- Record your video using your mobile device.
- Open the Google Drive app and make sure you're logged into your MLC account.
- Tap the plus sign in the bottom right corner of the screen and choose **Upload**.
- Follow the prompts to locate the video on your device.
- Select the video and tap **Upload**. Depending on the length of your video and the speed of your internet connection, it could take several minutes.
- Locate the video in your Google Drive. One quick way would be to tap the three lines in the top left corner and choose **Recent**.
- Tap the video once to bring up a preview.
- Please know that it could take a while for Google Drive to process the video. You can still continue with these directions, even if the video hasn't processed yet.
- Click the three dots in the upper right corner and tap **Link sharing off**. This will toggle the setting and link sharing will be turned on.
- The link will automatically be copied on your device's clipboard. You can copy it again if needed by tapping the three dots and choosing **Copy link**.
- Paste the link into Moodle, an email, or wherever your instructor has asked you to share the video.
-

How Do I ...

Set Gmail as the default email handler in Chrome

Follow these steps to set up Gmail as the default email handler in Google Chrome.

- Visit http://gmail.com in Google Chrome and click the protocol handler icon  in your browser's address bar
  - If you don't see the icon, follow the steps below
- Make sure `Allow` is selected and then click `Done`
  - If you don't see the protocol handler icon , close all Gmail tabs
  - Go to chrome://settings/handlers
  - Remove any entries shown there using the three-dot settings menu
  - Make sure "Sites can ask to handle protocols" is selected at the top
  - Close the tab
  - Launch Gmail, and you should now see the icon at the right of the address bar
  - Click that to set Gmail as your default email handler.
  - If you still don't see the icon, restart Chrome and/or your computer

That's it! Now and in the future, when you click on a `mailto:` link, it will automatically open in Gmail.

You can also view a video on how to do this on YouTube.

Start a Google Meet

From the Google Meet Website

- *This is best for meetings that are happening right away.*
- From an internet browser (Google Chrome is recommended) visit meet.google.com.
- Make sure you're signed in using your MLC account.
  - You can check this by looking at the profile picture in the upper right corner. It should match your MLC profile picture.
  - If you're not sure or if you need to switch accounts, click the profile picture to check what account is being used.
  - Click **switch account** if you need to switch to your MLC account.
- Click the green **Join or start a meeting** button.
- You can give your meeting a name (i.e. Meeting with Advisor) or leave the name blank.
- Click **Continue**.
- If you have a microphone and webcam, they should be activated. If it's your first time using Google Meet, watch for your browser to ask permission to use them and be sure to click *allow*.
  - If you do not have a microphone, you can still join using your phone for audio by clicking that option next to the phone icon on the screen and following the prompts.
- Click **Join now**.
- Add other people to your Google Meet by sharing the joining info that appears on the screen or by clicking **Add people**, typing in their MLC email addresses, and clicking **Send invite.**
- Your Google Meet is now active! Please see the page How Do I Join a Google Meet? for information on how to participate in and record your meeting.

From Google Calendar

- *This is best for scheduling meetings in the future.*
- From an internet browser (Google Chrome is recommended) visit calendar.google.com.
- Make sure you're logged into your MLC account by looking for the MLC logo in the upper right corner.
  - If you're not, click the profile picture in the upper right corner and either choose your MLC account from the menu or click **Add another account** to add your MLC account.
- Using the arrows on the top menu bar, locate the month/day for the meeting.
- Click on the day to add a new calendar event.
- On the pop-up screen, click **More options** in the bottom right next to the blue save button.

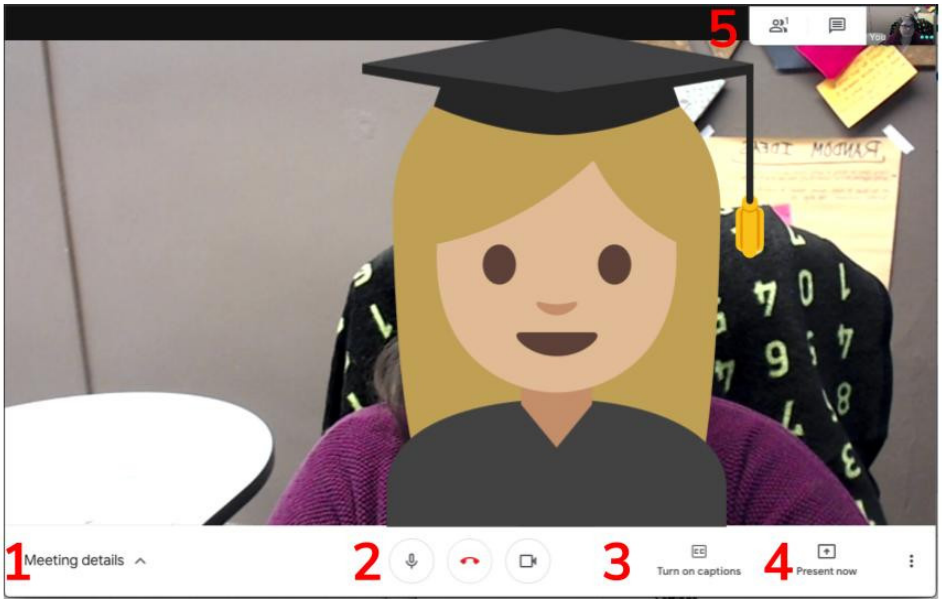
- On the next screen, enter the name for your meeting/event in the top text box.
- Underneath the name, enter the time for the meeting.
- If your event is repeating (i.e. you want to have the same meeting at the same time every week, three times a week, etc.) click **Does not repeat** and choose a repeating option for the event. If none of the given options fit what you want, choose **Custom** to enter your schedule.
- Click **Add conferencing** next to the video icon and choose **Hangouts Meet**.
- On the right side of the screen, enter the names of the people who are attending the meeting.
    - This step is optional and best for smaller groups. You will have the option to share the link to the Google Meet later.
- Click **Save** at the top of the screen.
    - If you chose to invite people, you will be asked if you want to send invites. If you choose yes, they will receive an email notification where they can RSVP to the meeting.
- The event will be saved to your calendar.
- Click once on the event in your calendar to view the Google Meet link. This link can be sent via email or Moodle so that others can join the Meet.

Join a Google Meet

From Your Computer

- Click on the link to the Google Meet from your email, calendar, or wherever the Google Meet was shared with you. It is recommended that you use Google Chrome.
- The Google Meet website will open.
- Make sure you're signed in using your MLC account.
  - You can check this by looking at the profile picture in the upper right corner. It should match your MLC profile picture.
  - If you're not sure or if you need to switch accounts, click the profile picture to check what account is being used.
  - Click **switch account** if you need to switch to your MLC account.
- Click the green **Join or start a meeting** button.
- If you have a microphone and webcam, they should be activated. If it's your first time using Google Meet, watch for your browser to ask permission to use them and be sure to click *allow*.
  - If you do not have a microphone, you can still join using your phone for audio by clicking that option next to the phone icon on the screen and following the prompts.
- Click **Join now**.
- The Google Meet Screen will appear. See the images below for help in navigating Google Meet.

Main Google Meet Options



1. Click here to view the joining info for the Google Meet.
2. Control your audio and video with these buttons. The microphone and camera icons will toggle your audio and video on and off. It is good practice to stay muted in a video call when not speaking. The middle button ends the Google Meet.
3. This turns live captioning on and off. This is visible only to you. This is Google's best attempt at live captioning and is not 100% accurate.
4. Click this button to show your screen to the other people in the Google Meet (instructions). You can choose between one window on your computer (like a single document or webpage) or your entire screen. You may need to grant Google Chrome access the first time you use this option.
5. The people icon shows you a list of the participants currently in the Google Meet. You can add people from here. You can also mute them. The chat bubble opens a group chat with all the participants. This can be helpful for asking questions.

More Google Meet Settings

Additional Google Meet settings can be accessed by clicking the three dots in the bottom right corner of the screen.

- **Record Meeting:** Currently any Google Meet can be recorded by clicking this button. The recording is saved in the Google Drive of the person who started the Google Meet. It can be shared with others from Google Drive. It is good practice to inform participants that the meeting is being recorded.
  - *This is a pro feature and will be turned off when the situation is over.*
- **Change Layout:** This changes the layout and number of videos that appear at the same time.
- **Turn On Captions:** This has the same function as the other captions button.
- **Settings:** This brings up the options for changing the microphone, speakers, and video camera being used in the Meet. Clicking the dropdown menu next to the device types and choosing a different device can sometimes fix audio and video issues.
- **Use a Phone for Audio:** For slower internet connections, connecting to the audio via phone can sometimes yield better results.
- **Report a Problem:** This sends a message straight to Google.
- **Help:** This will bring up the Google Meet help center in a new tab.

From Your Mobile Device

- Download the Google Hangouts Meet app to your mobile device.
- Tap on the link to the Google Meet from your email, calendar, or wherever the Google Meet was shared with you.
- The Google Meet app will open.

- Make sure you're signed in using your MLC account.
  - You can check this by looking at the bottom of the screen. If you don't see your MLC email address, tap **Switch**.
- Tap **Join meeting**.
- You will enter the Google Meet. See the Google Meet help site for more information about using the app with your specific device.

Use Google Meet to Record a Presentation

Google Meet can be used by yourself or with a group to record a presentation. The recording is automatically saved to your Google Drive and you can share the link to it on Moodle.

Instructions

- Begin by setting up your computer with any documents or presentations that you want to show while recording, like a slide presentation in PowerPoint or Google Slides.
- Start a new Google Meet by visiting meet.google.com.
  - Make sure you're logged into your MLC account.
- Click **Join or start a meeting**
- Give your meeting a name if you want - this will help you identify your recording in Google Drive later.
- Click **Join now**
- If you're doing the presentation by yourself, click the **X** when you see the joining information. If you're working in a group, send the information to your group members and wait for them to join.
- Click the three dots in the lower right corner and choose **Record meeting**
  - If you don't see the three dots, hover your cursor over your video.
- Once the recording has started, click **Present now** from the bottom menu and choose **Your entire screen**. This will allow your screen to be recorded in the Meet.
- Give your presentation.
- When your presentation is over, go back to the Google Meet tab in your browser. Click the three dots and choose **End recording**. The recording will automatically be saved to your Google Drive.
- When your recording is ready, you will receive an email in your MLC account. Open the email and click the red **Open in Drive** button.
- Your video will appear in a new browser tab.
- Click the three dots in the upper right corner of the screen and choose **Share**.
- Click **Get shareable link**.
- The link to view your video will automatically be copied to your clipboard. You can also click **Copy link**.
- Click **Done.**
- Paste your link in Moodle, in an email, or wherever your instructor wants the video.

Open a Word Document in Google Docs

Your professors might share documents in Word for you to complete. If you do not have Word on your computer, you can still edit Word documents using your MLC Google account with Google Docs.

Instructions

- Download the Word document to your computer by clicking on it in your Moodle course.
- Open up your Google Drive by going to drive.google.com.
- Check that you're in your MLC account by looking for the MLC logo next to your profile picture in the upper right corner. If you're not, click on your profile picture, choose **Add another account** and sign in with your MLC email address and password.
- In Google Drive, click the **New** button in the top left corner and choose **File upload**.
- Locate the Word document on your computer and click **Open**.
- The Word document will be saved in your Google Drive. Now you can open it with Google Docs.
- Locate the file in your Google Drive by clicking its name in the bottom right corner or by going to **Recent** from the left menu.
- Double click the document. Depending on your Drive settings, it might automatically open in Google Docs. If it does, you're all set!
- If it doesn't, and you just see a preview of the document, click **Open with** at the top of the screen and choose Google Docs.

MLC Microsoft Account Transition

We are transitioning to Microsoft-backed MLC Accounts ... keep up with that transition here!

Overview

Starting in October 2026 and lasting through Summer 2027, MLC will be transitioning to using Microsoft-backed authentication and directory services for all MLC Accounts. This page has an overview of the entire project, links to updates on where we are, and information on all of the various stages including information on what is happening and some troubleshooting steps and things to know!

All times and specific tasks are subject to change as we figure things out. Reach out to IT Services if you want more information.

Where We Are

- Two (or three) main accounts:
  - MLC Account (eDirectory) for OES Client, Filr, Portal, Moodle, etc.
  - MLC Google Workspace Account for Gmail, Google Calendar, Google Drive, etc.
  - Local account if using laptop
- OES Client for direct file access and Filr for access off campus
- iPrint for printing
- No consistent secure access (e.g. multi-factor authentication, passkeys)

Where We Are Going

- One MLC Account to access most things (e.g. Portal, Moodle, files, your computer, Gmail)
- Microsoft OneDrive for personal files and SharePoint for collaboration
- PaperCut only for printing
- Consistent secure access via modern authentication methods (e.g. passkeys, TOTP)
- Microsoft InTune for workstation management from anywhere
- Google services will still be around but will access with MLC Account credentials

Stages

Stage 1: Faculty & Staff Access

- **Timeframe:** October 2026

Things To Do

- Active faculty & staff members will gain access to their new MLC Microsoft Accounts
  - Will include setting up secure access to account (e.g multi-factor authentication)
  - Stay tuned for in-person options for training and getting set up
  - **NO CHANGE** for your current MLC Account or MLC Google Workspace Account … this is a third account
- How we print on campus will be changing (also be on the lookout for this)
- More detailed information will be sent in the near future
- Coincides with the launch of our internal communications platform (accounts are required to view)

Stage 2: Student Access & Web Authentication Transition

- **Timeframe:** January 2027

Things To Do

- Students gain access
- Web services transition to new Microsoft-backed MLC Accounts and old eDirectory-backed accounts are dubbed Legacy MLC Accounts
- New licensing model for Microsoft technologies

Stage 3: Files & Collaboration Transition

- **Timeframe:** January - June 2027

Things To Do

- Transition most on-premises files from OES file servers to OneDrive and SharePoint
- Work with departments on their collaboration needs
- Sunset Legacy MLC Accounts

Stage 4: Google Authentication Transition

- **Timeframe:** Summer 2027

Things To Do

- Switch Google Workspace authentication to use MLC Accounts

Stage 5: Refinement

- **Timeframe:** Summer 2027 and beyond ...

Things To Do

- Investigate and implement additional changes to improve user experience and provide more services

Updates & FAQs

Posted Updates

- Microsoft MLC Account Transition Project Kickoff & Update - October 2026 (Zoom video)

Frequently Asked Questions

If I have a WELS Cloud account, do I still need to maintain it?

Yes, at this time you will need to maintain a WELS Cloud account and an MLC Account even after we have completed the transition. If that changes, we will let you know.

Are our MLC Google Workspace Accounts going away?

No. MLC will continue to also make use of Google Workspace for Education for Gmail, Google Calendar, Google Chat, Google Drive, and other services. We have no plans to migrate away from Google's platform at this time.

Will I need to set up my MLC Microsoft Account if I already have one?

Some members of campus already have an MLC Microsoft Account (using their MLC email address). If you have logged into your MLC Microsoft Account since September 1, 2026, you will not receive an account set up email and will be able to use your current credentials to log into your MLC Microsoft Account going forward. Otherwise, you will need to follow the steps outlined in the email.

Will it matter if I use my phone number on both a personal Microsoft Account and my MLC Microsoft Account?

It should not matter if you use the same phone number for each. You will not be able to use your cellphone number to receive text message as part of your login for your MLC Microsoft Account anyway.

Stage 1: Faculty & Staff Access

Getting Started with Your New MLC Microsoft Account

MLC is introducing new Microsoft accounts for faculty and staff. **This account will eventually become your primary MLC account**, providing a simpler and more secure way to access MLC services.

For now, you will continue using your existing OES account for many campus services while we gradually transition to the new system.

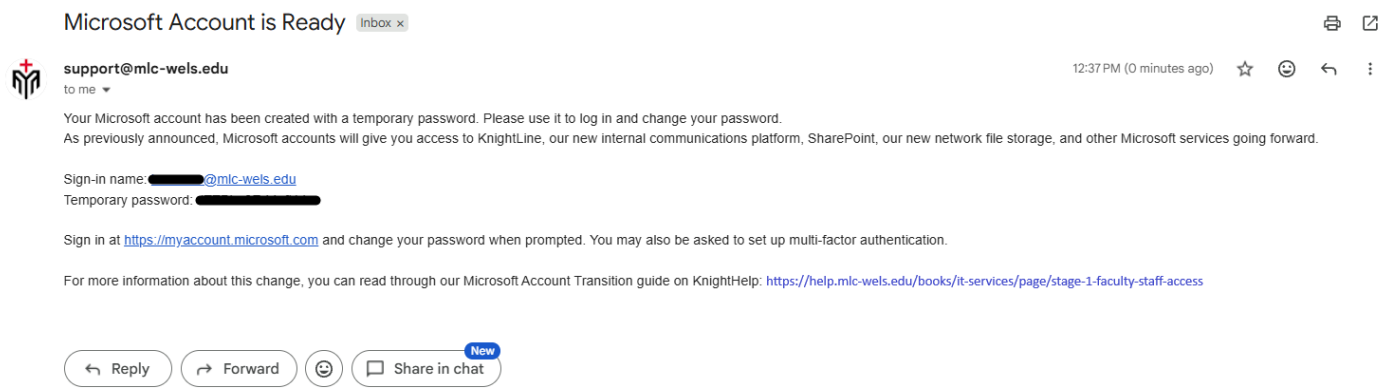
Getting Into Your MLC Microsoft Account

Step 1: Find Your Welcome Email

You will receive an email from MLC IT containing:

- Your new Microsoft account username
- A temporary password

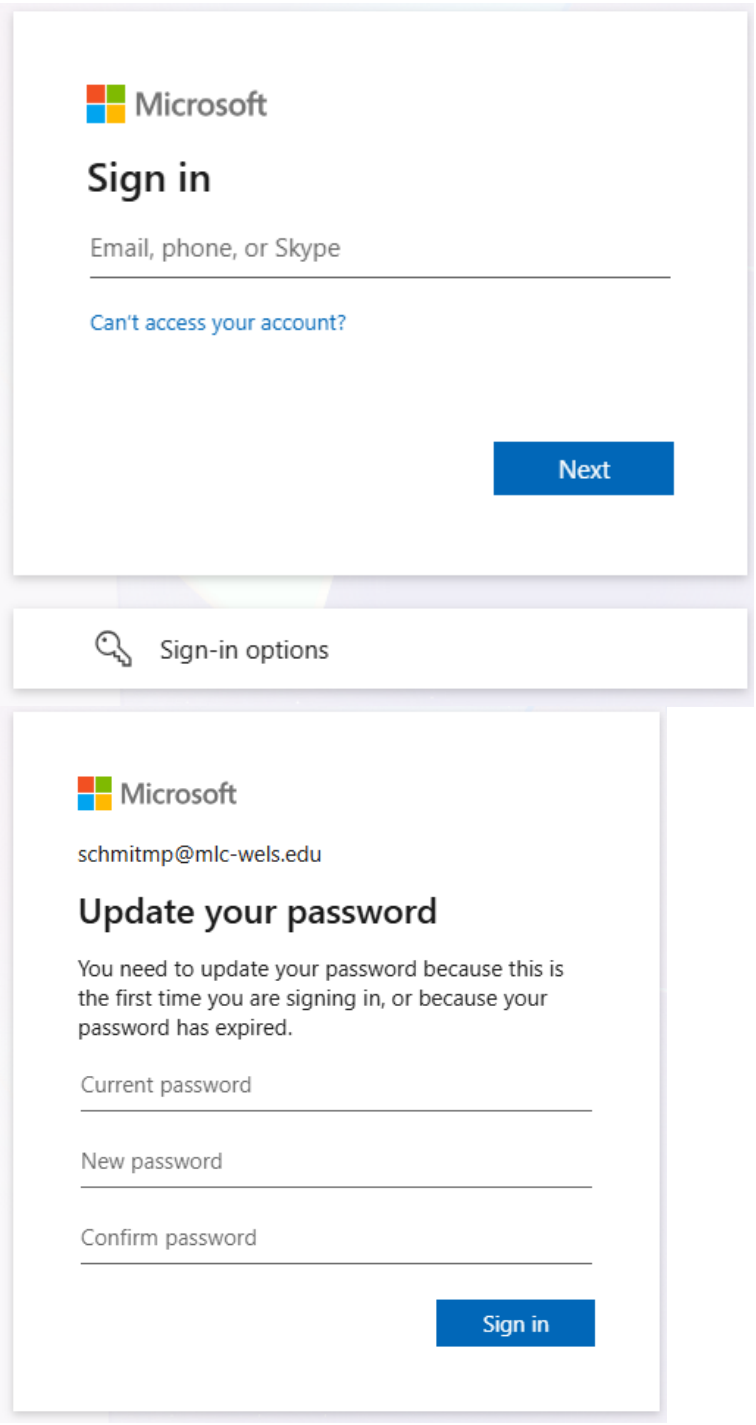
Your account has already been created. You do not need to register for a new account.



Step 2: Sign In for the First Time

1. Click the SharePoint link in your welcome email.
2. Enter the Microsoft username and temporary password provided.
3. When prompted, create a new password.

Important: Your new Microsoft password is separate from your existing OES password.



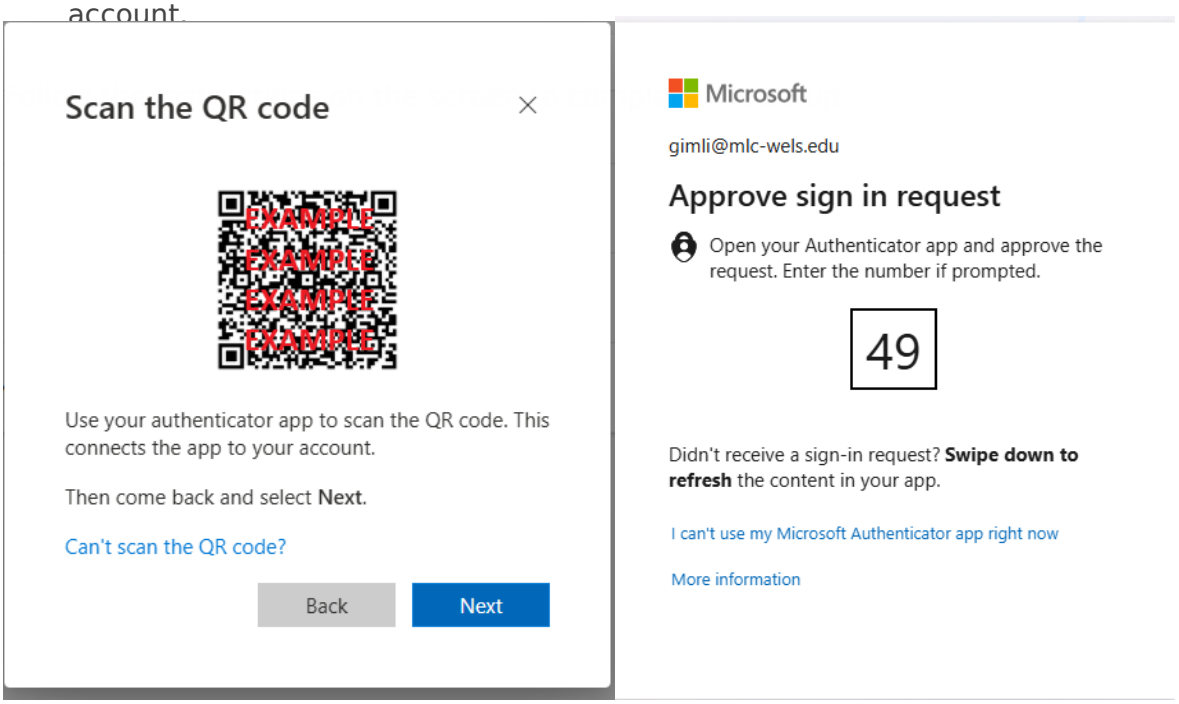
Step 3: Set Up Account Security

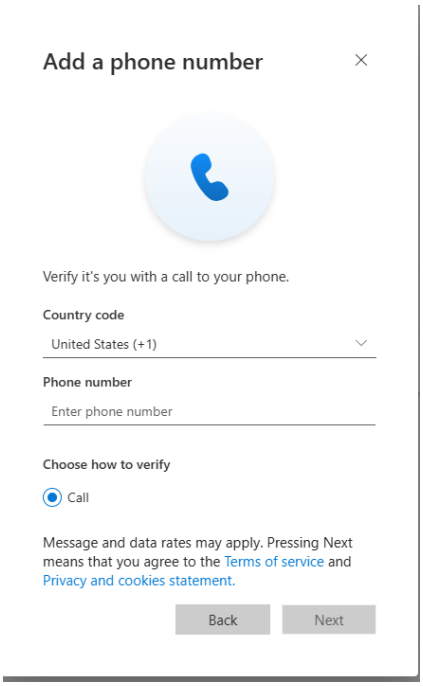
Microsoft will guide you through setting up additional security for your account.

You will be asked to:

1. **Set up multifactor authentication (MFA).** This helps protect your account by requiring an additional verification step when signing in.
    1. Google Playstore - Microsoft Authenticator
    2. Apple App Store - Microsoft Authenticator

2. To use a different app, click the link at the bottom of the setup screen to choose another authenticator.
   The setup process is nearly identical for either option. Simply scan the QR code with your chosen app and follow the prompts to finish adding your account.
3. **Add your phone number.** This can be used to verify your identity and help secure your account.





Step 4: You're All Set!

Once setup is complete, you should be able to access MLC's SharePoint site using your new Microsoft account.

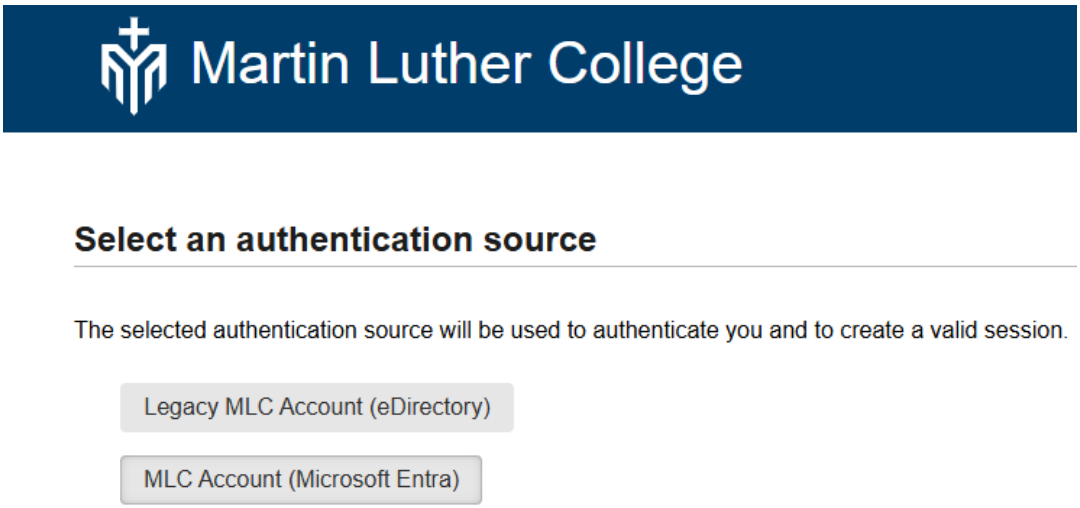
You do not need to start using this account for everything immediately. MLC IT will communicate when additional services transition to Microsoft sign-in.

Coming soon ...

Signing into the MLC Login Server

You will notice a new option when signing in to the MLC Login Server.

- You can choose to sign in using either your **OES account** or your **Microsoft (Entra) account**.
- Both options will work during the transition.
- Eventually, this choice will be removed, and the Login Server will use Microsoft accounts automatically.



Need Help?

If you have trouble signing in, changing your password, or setting up MFA, please contact **MLC IT Services**.

Remember: You only need to complete this initial setup once. Your new Microsoft account will gradually replace your OES account as MLC transitions to the new system.

Printing

Students, Faculty, and Staff all have access to print services around campus. We utilize Micro Focus iPrint and PaperCut to handle the print and print accounting services respectively. You can find additional information in the pages.

Printing Overview

The purpose of this page is to give a “10,000 foot” overview of how printing works on campus. This is mainly for informational purposes.

What Happens to Your Print Job

1. Your computer submits a job to iPrint with the name of the printer you want to print to, your computer or Novell username
2. iPrint submits the job to PaperCut for approval based on the username attached and the print job type (color, duplex, etc.)
   - The print job is now being held by iPrint until it hears back from PaperCut
3. PaperCut now checks the print job
   - It checks if the username is in the system, how much the print job “costs”, and if the person has the needed print credit available to complete the job
   - If PaperCut fails a check, it will cancel the job on iPrint and nothing will print
4. If iPrint gets the “all clear” from PaperCut, then the print job is released to the printer you chose and is printed

Print Credit

MLC uses PaperCut to handle the print credit and print resource reporting.

Logging Into Your PaperCut Account

1. Visit http://papercut.mlc-wels.edu from a campus network
2. On the resulting page, login with your MLC Account `username` and `password`
3. You are now logged in

What You Can Do

From this site you can do the following things:

- Check your current print credit amount
- See how many total print jobs and pages your account has printed
- Check your recent transactions and print jobs
- See if you have any jobs pending release
- Log out

Adding Print Credit

Please stop in at IT Services during our open hours to have someone add print credit to your account. We currently accept the following payment types for print credit:

- Cash
- Check

Troubleshooting

- If you cannot log in, or have forgotten your password, please file a support request
- If your jobs are not printing, it is possible that you are out of print credit
  - See above for how to add print credit to your account

Troubleshooting

Here are some simple things to check if printing is not working as you would expect or hope.

- **Are you printing to the printer you expect?** Some machines have more than one printer installed. Check to make sure that the proper printer is selected from the print dialog and that you know where that printer is located.
- **Can PaperCut know who you are?** PaperCut will get sent your computer's username or your Novell username depending on whether you are logged into the Novell Client or not. If PaperCut is receiving the wrong username for any reason, then the print job can fail.
- **Do you have enough print credit to print the current job?** Greyscale pages are $0.05/page and color pages are $0.25/page. You need to have that print credit available before you send the print job for it to be successful. It will not print a partial job.
- **Something else maybe?** Have no clue what is going on? File a support request with IT Services and describe what happened as clearly and completely as you can so that we can take a look into it.

Printing From Student Devices

Printing from a variety of student-owned devices is now possible. Follow the directions below for your device to get it set up. Once set up you should be able to print like you would to any other printer. You'll need to sign into PaperCut when you go to print for the first time.

You need to be connected to an MLC wired or wireless network in order to follow these instructions and print successfully.

Please reach out to IT Services if you encounter any problems.

Apple iOS

- Open this page in Safari if you haven't already
- Tap this link to download the profile > iOS Mobility Print
- Open your settings app and go to General > VPN and Device Management > PaperCut Mobility Print for iOS > Install
- Follow any other on screen directions

Android

- Download the Mobility Print app from the Play Store > Android Mobility Print App
- Open the app and follow the on screen directions

ChromeOS

- Make a new profile on your Chromebook with your MLC email
- Download the Mobility Print extension in Chrome from this link Chrome Mobility Print
- Open the extension's options and in the Server URI field, input papercut.mlc-wels.edu

Windows

- Download the Mobility Print installer from this link > pc-mobility-print-printer-setup-1.0.329[papercut.mlc-wels.edu].exe
- Run the installer, go through the prompts, and sign in with your MLC account

MacOS

- Download the Mobility Print installer from this link > pc-mobility-print-printer-setup-1.0.42[papercut.mlc-wels.edu].dmg
- Run the installer, go through the prompts, and sign in with your MLC account

Chrome Browser

- Download the Mobility Print extension in Chrome from this link Chrome Mobility Print
- Open the extension's options and in the Server URI field, input papercut.mlc-wels.edu

Sending Faxes

To send a fax on campus, just follow these steps:

- Download the Fax Transmittal Form (Word Document), print it off, and fill it out
- Take your fax, along with the filled out form, to the front desk (WCC Link entry)
- Talk with one of the receptionists and have them send the fax for you

If you have any questions, please contact the helpful persons at the front desk!

Services

Information on the services that IT Services hosts and offers to faculty, staff, and students.

Services

Micro Focus Filr

Micro Focus Filr is a service offered by MLC IT Services to give students, faculty, and staff access to their files stored on the campus file servers wherever they are ... on (almost) whatever device they want!

The Basics

You'll need to know what your MLC Account login credentials are, so have those handy. When you are ready, then do the following:

- visit http://filr.mlc-wels.edu in your browser
- provide your MLC Account username and password when prompted

That's it! You are now logged into MLC's Filr instance and can take a look around. Here is a brief look at what you have access to:

My Files

This is a look at your personal files stored on campus. You can find `WINDATA`, which is also know as the *I: drive*, where you have been storing things when logged into the campus network. You can also create folders and add new files as well. Click around into folders, on files, download files, view information, and much more!

Shared with Me

Sharing is one feature of Filr, so you can share files with those a part of the campus family. This is where you will find the files that have been shared with you from other people.

Share by Me

Here you can find all of the files you have shared with me. Check to see who you have shared them with, what their status is, and share new files as well.

Net Folders

Here are the folders usually found in the `Groups` folder, or the *G: drive*. These folders are shared with many individuals and need to be explicitly setup but IT Services. If you feel you are missing access to key folders and files here, please contact IT Services so that they can look into it.

Filr Applications

Filr is not just a website, it is also a number of applications available on a number of computing platforms to give you access to your files from a number of devices.

Desktop Applications

Filr is available for Microsoft Windows and Apple OS X. This application provides access directly from your computer wherever you have an internet connection. You are then able to download those files explicitly, or access them only the you need them.

To install the application, do this:

- log into the Filr website (see above)
- click on your name in the upper-right of the page
- click on Download Filr Desktop App
- choose your platform, download, and install

That's it. Follow the instructions from there. The one piece of information you will need is the site URL:

- https://filr.mlc-wels.edu

Otherwise, it is pretty straight forward.

Password Changes

When your MLC Account's password is changed, you also need to change the password for Filr or else it will not work properly. Often this will mean that all of your files will not show up and that files will not be synchronized back to the server or changes moved either. Here are some basic steps to change your password on the desktop applications:

1. Right-click on the Filr icon in the status bar
2. Click on Logout

3. Right-click on the Filr icon in the status bar
4. Click on Login
5. Enter the new password when prompted

You will need to be connected to the internet for this to work properly. If you continue to run into issues, please contact IT Services.

Mobile Applications

You can find the Filr app on your mobile app stores for iOS, Android, and Windows Phone. Visit those app stores and search for Filr to download and install.

he one piece of information you will need is the site URL:

- https://filr.mlc-wels.edu

If you have any questions, please contact IT Services.

Frequently Asked Questions

Should I use my Microsoft Access database with Filr?

We utilize Microsoft Access at MLC to view, modify, and work with the data stored in CWDB. These databases can often be found within the Filr folder on your machine. However, here is a word of warning:

DO NOT USE MICROSOFT ACCESS DATABASES FROM YOUR FILR FOLDER

That's a simple warning. Access files do not work well with synchronization engines (like Google Docs, Micro Focus Filr, Microsoft OneDrive, etc.) unless you are extremely careful. If you share a database with someone else, it can cause even more problems.

Often, these issues will show up as copies of the Access files in the same folder (sometimes 10s of copies). This should not cause issues with the correct file, but it will use of valuable space on the file servers.

If you have a need to use Microsoft Access files, please contact IT Services so that they can help you.

Services

Purchasing Software

Instructions

Students, faculty and staff at Martin Luther College have the opportunity to purchase software at discounted rates. To do so, follow these instructions:

- Visit http://portal.mlc-wels.edu and login with your MLC Account
- Click on `Tools > Purchase Software`
- Purchase software from the 3rd party site

You will be logged into your account and can purchase any of the available software titles from that page. **This no longer includes, most importantly, Microsoft Office**.

Frequently Asked Questions

What's the catch?

There are a few things you need to keep in mind:

- You need to save the installer you download for your software
- You need to keep a record of any product keys you are given

After a given number of days, you will no longer have access to the download of the installer or your product key. If you lose either, you will need to purchase the software again. IT Services does not and cannot keep a record of that information for you.

Do I get to keep the software?

As long as you keep the download and product key you can keep the software. As stated above, if you lose either you will need to purchase the software again.

What happens when I leave school and I have questions?

If you have the need, and you are no longer a student here at MLC, you will need to contact their customer service directly.

Spyware & Malware

Malware is the single largest source of problems for students (and faculty!) who bring their machines to us for repair.

Spyware, rootkits, and trojans are waiting to infect your system. While you can never completely protect yourself, we strongly encourage preventative maintenance. Using these utilities regularly will go a long way towards keeping your system clean.

Also, please check for updates to your operating system and any software you have on your machine. Quite often, those updates plug security holes which spyware and malware can exploit in order to infect your machine.

If you notice strange behavior, don't be afraid to ask for help. Generally, the longer you wait, the more difficult malware is to remove.

Pay Utilities

- VIPRE Antivirus from GFI Software
- Norton from Symantec
- Malwarebytes from Malwarebytes

Free Utilities

Modern versions of Windows (including Windows 10) has built-in anti-spyware and anti-malware protection which is often more than appropriate for student and home usage. Otherwise,

Malwarebytes is free to use for scanning and fixing.

Virtru

Virtru is the service that our campus uses for encrypted email and secure file request and transfer. This page collects a variety of resources meant to help you work with and use Virtru for your secure email and file needs.

How to Request Access

If you feel that you need access to Virtru's features, or just have some questions about the service, please submit a request to IT Services so that a staff member can reach out and initiate the discussion with you.

New licenses do incur additional yearly costs for the campus.

Support Resources

For any of your Virtru question, you can always visit the Virtru Support Center.

Email Encryption in Gmail

Here are some resources to help you get started with email encryption in Gmail:

- Getting Started with Virtru for Gmail
- How to Use Virtru for Gmail (video)
- Virtru Academy Live: Making the Most Out of Virtru for Gmail (video; more advanced topics)

Secure Share (Secure Files)

Here are some resources to help you get started with Secure Share:

- How it Works: Virtru Secure Share (video)

- Virtru Academy Live Secure Share (video; more advanced topics)
- Share Files (Outbound) via Secure Share
- Requesting Files via Secure Share
- Share a Virtru Secured File without Virtru Installed
- View a Secure File Shared with You via Virtru Secure Share

Policies & Guidelines

These policies and guidelines are meant to help you navigate working with technology here at Martin Luther College.

Copyright Infringement

As required by law, Martin Luther College (MLC) is notifying all students of the copyright law concerning music and video. Please read the following.

Sharing Music and Videos

In simple terms, possession of a song or movie that you have not paid for is illegal. You should not share or accept copies of music or videos with another individual. Copying a CD or DVD or creating a digital copy (MP3, MPEG-1, MPEG-2, etc.) and sharing it with anyone is a violation of copyright law. Many peer-to-peer (P2P) programs like Bit Torrent, LimeWire, Ares, and KaZaA allow computers to share files, including music and video, with no regard to restrictions placed on the material by the copyright owners. Most commercially produced music and videos are copyright protected and cannot be freely shared. This is the law. You should be aware that P2P networks are monitored by the Recording Industry Association of America and actions have been taken, both civically and legally against those found to be in violation. MLC is required to provide the names of those who have violated copyrights if notified. Keep in mind that ALL internet traffic is logged and can be traced to an individual IP address.

Summary of Civil and Criminal Penalties for Violation of Federal Copyright Laws

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement.

Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or “statutory” damages affixed at not less than $750 and not more than $30,000 per work infringed. For “willful” infringement, a court may award up to $150,000 per work infringed. A court can, in its discretion,

also assess costs and attorneys' fees. For details, see Title 17, United States Code, Sections 504, 505.

Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to $250,000 per offense.

For more information, please see the Web site of the U.S. Copyright Office at http://copyright.gov, especially their FAQ's at http://copyright.gov/help/faq.

Legal Sources of Online Content

Not all free sources of content are illegal. Some sites provide content at no charge; they are funded by advertising or represent artist who want their material distributed for free, or for other reasons. The link following has many sites, maintained by EDUCAUSE, that offer legal downloads, both free and at a cost: http://educause.edu/legalcontent.

Acceptable Use Policy

This Acceptable Use Policy (AUP) document, including the following list of Prohibited Activities, is an integral part of your access to the network at Martin Luther College. If you engage in any of the activities prohibited by this AUP document Martin Luther College may suspend or terminate your account.

Martin Luther College's Acceptable Use Policy for IT Services is designed to help protect Martin Luther College, Martin Luther College's network users and the Internet community in general from irresponsible or, in some cases, illegal activities. The AUP is a non-exclusive list of the actions prohibited by Martin Luther College. Martin Luther College reserves the right to modify the Policy at any time, effective upon posting here.

Prohibited Uses of Martin Luther College Systems and Services

1. Transmission, distribution or storage of any material in violation of any applicable law or regulation is prohibited. Copying, storing, and/or distributing copyrighted materials without appropriate authorization. Unauthorized copying may constitute plagiarism or theft. While music and video “sharing” programs make copyrighted material available (see legal alternatives below), it is still illegal to copy, store and distribute copyrighted materials without authorization.(see summary of civil and criminal penalties below) This includes, without limitation, material protected by copyright, trademark, trade secret or other intellectual property right used without proper authorization, and material that is obscene, defamatory, constitutes an illegal threat, or violates export control laws.
2. Advertising, transmitting, or otherwise making available any software, program, product, or service that is designed to violate this AUP which includes, but is not limited to, the facilitation of the means to send Unsolicited Bulk Email, initiation of pinging, flooding, mail-bombing, denial of service attacks, causing congestion on the network by activities such as propagating “chain letters”, “broadcasting” messages to groups or individuals, introducing any computer viruses, worms, Trojan Horses, spy ware, and playing of interactive network multi-user games.
3. Unauthorized attempts by a user to gain access to any account or computer resource not belonging to that user (e.g., “cracking”).
4. Sharing login information and passwords with others. Be careful about making personal information about yourself and others available on the internet.

5. Unauthorized access, alteration, destruction, or any attempt thereof, of any information of any Martin Luther College end-users by any means or device.
6. Using Martin Luther College's services to interfere with the use of the Martin Luther College network authorized users.
7. Using the network for any purpose which violates federal/state laws.
8. Using the network for commercial purposes.
9. Misrepresenting your identity in the use of the network.
10. Using an IP address not assigned to you.
11. Sending or storing patently harassing, intimidating, abusive, or sexually explicit material.
12. Intercepting or altering network packets or data transmissions.

Unacceptable uses of the network may result in reprimand, loss of Internet access, loss of your network account, or other disciplinary actions. In cases where unacceptable use severely impacts performance or security, IT Services will immediately suspend an individual's access privileges to maintain reasonable service for the rest of the network. This policy is subject to amendment.

Summary of Civil and Criminal Penalties for Violation of Federal Copyright Laws

Legal Sources of Online Content

Not all free sources of content are illegal. Some sites provide content at no charge; they are funded by advertising or represent artist who want their material distributed for free, or for other reasons. The link following has many sites, maintained by EDUCAUSE, that offer legal downloads, both free and at a cost: http://educause.edu/legalcontent.

MLC Student-Owned Devices Policy

Students at MLC are expected to have a student-owned computing device available for use both in and for their course. It is up to the individual instructor as to how devices will be used for their courses. Not every instructor will use the devices on a daily basis. It is always up to the instructor how devices can be used to complete coursework.

Functionality of Devices

The goal of any device is to be usable in a variety of contexts. Because of this, it is recommended to purchase a device that is durable and has a long battery life. Any device will need to handle the rigors of student life on campus. It is important to keep in mind the balance between cost, efficiency, performance, and robustness when considering the specifications of a single device.

The main use of devices in class often centers around word processing, spreadsheet use, presentation tools, and web browsing (e.g. the learning management system on campus is accessed through a web browser). Access to a modern web browser like Safari, Google Chrome, Firefox, or Microsoft Edge is a requirement.

Please note: *Google Workspace for Education* is web-based and free to all instructors and students at MLC. It includes word processing, spreadsheet, and presentation tools.

Recommended Devices

MLC does not publish a recommended device list, but we do list some recommended minimum specifications to enable students to make an informed decision around which device(s) to purchase. You are free to choose the specific model/brand you desire along with insurance and/or service agreements through your vendor.

Laptops/Notebooks/Convertibles

In general, laptops/notebooks/convertibles are the most commonly purchased device for use in the classroom. There are a number of different brands/manufacturers to choose from with a variety of price-points.

Specifications to Look At

- Modern Operating System
  - Microsoft Windows 10 or later
  - Apple macOS 11 *Big Sur* or later
  - Google ChromeOS
  - Various Linux Distributions (Ubuntu, Fedora, openSUSE, etc.)
- 8 GB RAM (memory) or greater
- 128 GB hard drive (HDD or SSD) or greater (not applicable to Chromebooks)
- Webcam and microphone
- 6 hours of battery life or greater

Tablets

Tablets are usually smaller, less powerful, simpler devices than laptops/notebooks. Often they have better battery life to go along with being easier to slip into your bag to take to class. If you're considering using a tablet for your main device, please be aware that some technology tools used in the classroom will not run on a tablet. In addition, please check the course list at the end of this document for courses that require access to a laptop.

Specifications to Look At

Specifications are hard to quantify when it comes to tablet devices. The main thing to keep in mind is to purchase newer devices that are loaded with a recent version of the tablet's operating system.

As of July 2023, these are the most recent versions of common operating systems:

- Apple iPadOS 16 or later
- Google Android 12 or later (please check with your device manufacturer)
- Windows 10 or later

Desktops

More common years ago, some students still use desktops in their dorm room and have a separate device to take to class when needed.

Specifications to Look At

- Modern Operating System
  - Microsoft Windows 10 or later
  - Apple macOS 11 *Big Sur* or later
  - Google ChromeOS
  - Various Linux Distributions (Ubuntu, Fedora, openSUSE, etc.)
- 8 GB RAM (memory) or greater
- 128 GB hard drive (HDD or SSD) or greater (not applicable to Chromebooks)
- Webcam and microphone

Frequently Asked Questions

Do I need to load any software on my device prior to coming to MLC?

Many devices come with preloaded software when purchased. Additional software may be needed depending on the activities the student chooses to engage in. Many free software alternatives, such as Google Workspace, are available and students are encouraged to make use of them. Instructors will inform students of any specific apps that are required for their classes. Also, each student is required to carry security software to detect, prevent, and mitigate viruses, malware, spyware, and other nefarious software. What program to specifically install is up to the student, but there are free offerings available from many vendors.

Can I use a Chromebook as my main device?

A modern Chromebook will be able to handle the requirements of most courses. However, students should refer to the list of courses that require installed software. If any of those courses are on your program plan, you will need to have a laptop when taking that course. Questions about the specific software needs for those courses can be directed to the course instructors.

Also, please consider the lifespan of mobile devices like Chromebooks. Often, if you are bringing a Chromebook to MLC that you used at your high school, the device is already near the end of its lifespan. You may need to plan to purchase a new device fairly soon after to come to campus. 5 years is usually considered the maximum lifespan of a Chromebook.

Education students are encouraged to upgrade from a Chromebook to a laptop prior to their student teaching experience. Pre-seminary students are encouraged to look at the device requirements from Wisconsin Lutheran Seminary.

Is it essential that I have Microsoft Office software (Word, PowerPoint, Excel) on my device?

While having these programs on your device might be beneficial due to their greater functionality compared to some free alternatives, they are usually not required. All devices need to be able to access and work with word processing, presentation, and spreadsheet files. The specific program

you use is up to you.

What should I do if there is a problem with my device while at MLC?

Network Services is happy to look at device problems and fix them when they are able. You should contact IT Services Support by visiting https://mlc-wels.edu/support with any questions. There are device repair options both in New Ulm and nearby Mankato. Students are responsible for all costs incurred with any repairs.

What responsibility will MLC take if my device is stolen and/or broken at MLC?

The student is responsible for the maintenance, repair, and security of their own device.

May the students use 3G/4G/LTE as well as WiFi?

Yes, students may use their own data plans. There is no guarantee provided as to the signal strength of cellular providers on campus. Secure wireless access is available on campus for all students.

Which courses have specific software requirements?

The following is a list of the courses with some more advanced software needs. This often means using a tablet or ChromeOS-based device (e.g. Chromebook) can be difficult. Please reach out to the instructor if you have questions about the specific software needs.

- **MTH2020** - Elementary Statistics - Prof. Zarnstorff
- **MTH2023** - College Geometry - Prof. Zarnstorff
- **SCI2001** - Advanced Biology - Prof. Fenske
- **SCI3003** - Zoology - Prof. Fenske
- **SCI3005** - Genetics - Prof. Fenske

Revision History

- **2021** - Initial approval
- **July 20, 2023** - Updates to OS versions and some small wording changes
- **August 30, 2023** - Incorporated new updates
- **August 31, 2023** - Removed specific software requirement courses at professor request

Networking

This contains information about the information network on campus including wireless networks, wired networks, and other information.

Dorm Networking

Networking

Residential students can connect their devices to the campus-wide network to access MLC services and the Internet. Most devices should connect using the **KnightNet** wireless network. Wired Ethernet connections are also available in residence halls where needed.

If you have questions or experience connection issues, contact IT Services for assistance.

Before connecting a personal device to the campus network, please review the **MLC Student-Owned Devices Policy**.

Connecting to KnightNet

Wireless

KnightNet is the primary wireless network for student devices across campus, including residence halls.

To connect:

1. Sign in to Portal.
2. Open the Directory and locate your information.
3. Find the KnightNet Wi-Fi password listed with your information.
4. Open the Wi-Fi settings on your device.
5. Select KnightNet from the list of available wireless networks.
6. Enter that password on your device and connect.

No separate device registration is required.

If you have trouble connecting, try forgetting the KnightNet network on your device and connecting again. If the issue continues, contact **IT Services**.

Wired

While **wireless routers are now prohibited in the dorms**, wired connections are still supplied for those instances where it makes sense to connect a device using an Ethernet connection. How you will go around connecting is dependent on how your room is setup.

Wireless Access Points

If your room has one of our wireless access points installed, you will find two Ethernet ports available for your use either on the bottom or the top (depending on the orientation of the device). You are free to connect your device to either of these ports.

Standard Ethernet Ports

Most residence hall rooms also have standard Ethernet wall jacks. Connect your device to the appropriate network jack using an Ethernet cable.

If your wired device does not receive network access or you are unsure which port to use, contact **Network Services**.

Devices

Some devices have specific requirements and will work better than others on certain networks. The following section will outline some of the issues to keep in mind when it comes to using your devices on campus.

Laptops/Phones/Tablets/Desktops

Most computers, phones, and tablets can connect directly to KnightNet.

To connect:

1. Open your device's Wi-Fi settings.
2. Select KnightNet.
3. Enter the KnightNet password found under your information in the Directory on Portal.

If you experience problems, try forgetting KnightNet from your saved wireless networks and reconnecting.

Gaming Consoles

Gaming consoles can connect to KnightNet if they support the wireless network's connection requirements. For the best performance and reliability, a wired Ethernet connection may be preferable when one is available.

If your console cannot connect to KnightNet or you have difficulty getting online, contact IT Services for assistance.

Please note that MLC cannot guarantee that every game, online service, or gaming console will function on the campus network. Network Services will make a reasonable effort to assist, but some services may have requirements that cannot be supported on a campus network.

Streaming/Smart Devices/Printers/Televisions

Many streaming and smart devices—including streaming boxes, smart speakers, televisions, printers, and similar devices—have different networking capabilities.

If your device allows you to select a Wi-Fi network and enter a password, select KnightNet and use the KnightNet password found under your information in the Directory on Portal.

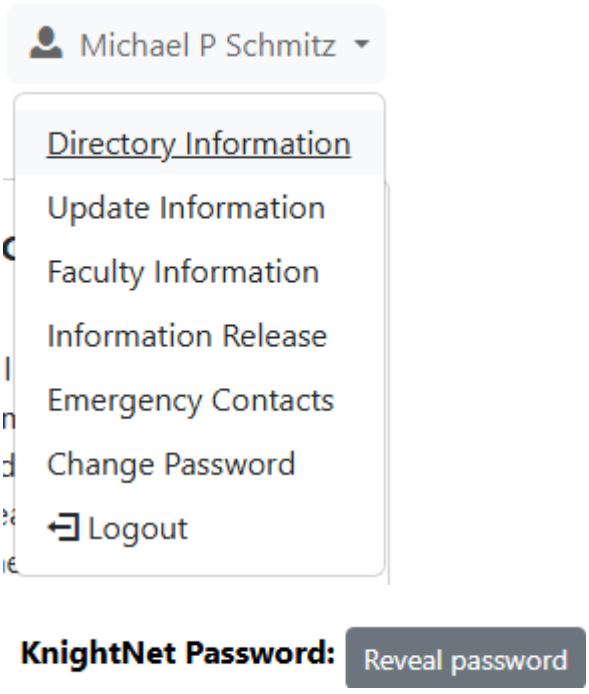
Some devices may have limitations that prevent them from connecting successfully to a campus network. If you are unable to connect a device, contact IT Services for assistance.

Keep in mind that some smart devices depend on your phone, computer, or other controlling device being able to communicate with them over the network. Certain device features may therefore work differently on a campus network than they would on a home network.

Frequently Asked Questions

Where do I find the KnightNet password?

Sign in to Portal, open the Directory, and locate your information. Your KnightNet Wi-Fi password will be listed there.



Do I need to register my device?

No. Devices connecting to KnightNet do not require a separate registration process.

What should I do if KnightNet won't connect?

First, try forgetting the KnightNet network on your device and then reconnecting using the password listed under your information in the Directory on Portal.

If you continue to have problems, contact **IT Services**.

Can I use my own wireless router in the dorms?

No. Personal wireless routers are not permitted in the residence halls.

I can't connect my device to the network, what should I do?

If you are having issues, the best option is to contact IT Services to get the discussion started on how to best meet your needs.

Can you open a port for me?

As long as your gaming device is registered properly on the network, you should not need to request any additional network ports to be opened.

Be warned, some features of modern gaming devices are built with the idea that you are connected to a minimally shared internet connection in your home. However, this is not the case with a network shared among hundreds of students. If a feature is not working, please contact our office so that we can try and look into it but we are not able to guarantee operation of all features.

Where can I get an Ethernet cable?

The MLC Bookstore sells cables, along with Walmart in New Ulm as well.

What if I want/need to hook up multiple devices using a wired connection and have only one port?

You will need to purchase a network switch, **NOT a router**. Switches are usually quite cheap and easy to order online.

Does MLC filter Internet access?

MLC maintains firewalls and a filtering service.

MLC provides Internet access for all students, staff, and faculty with the purpose of enabling and enriching your academic experience. While it is available for personal and recreational purposes, we contract a service that runs on our firewalls that filters out pornographic and gambling sites.

The firewalls also filter by port. Ports that are not needed for common web applications are blocked to prevent attacks on your computers from the outside. This may prevent you from playing some multiuser games and other web applications that use non-standard ports in their setup.

Direct outbound SMTP (port 25 mail) is also blocked from the dormitories to prevent computers that have been infected with viruses from sending emails to propagate the virus. Outbound SMTP

email is only allowed through MLC's mailhost which does antivirus checking prior to sending. You can, however, send and receive mail though any web based email system that uses ports 80 or 443.

Wireless Networks

Martin Luther College maintains three wireless networks throughout the main campus and the Early Childhood Learning Center:

- MLC Guest WLAN
- MLC Student WLAN
- MLC Academic WLAN

Click the above links for more information.

MLC Guest WLAN

The MLC Guest WLAN is the main wireless network on campus for guests on campus. It is an open network that requires users to register via a captive portal before users are able to access the Internet. The MLC Guest WLAN has access to a limited number of campus-specific web properties, so internal users should instead log into the MLC Academic WLAN or MLC Student WLAN.

Who Can Connect

This is open to guests, faculty, staff, and students to connect to and use at any time. You do not need to have your device registered in the past, or have a campus-owned device either.

Guests will need to have a passcode (which can change periodically). Please contact the front desk or talk with another member of the campus for the current passcode. They will need to log into the MLC Portal and then visit Portal > Information > Network Guest Codes to retrieved the current passcode.

How to Connect

Any computing device with a web browser and a wireless network adapter are able to connect to the MLC Guest WLAN wireless network. The following instructions will help you get started.

- Connect To the MLC Guest WLAN with your computing device and open a web browser.
- Read the Acceptable Use Policy, scroll to the bottom of the screen and click on the “I agree” button to proceed.

- Choose who you are.
  - **Guest:** Please enter your full name and the passcode you received from someone on the faculty or staff of Martin Luther College.
  - **MLC User:** Please enter your MLC Account username and password.
- You now have access to the internet for a 24 hour period as a guest or 183 days as an MLC user.

If, at any point, you have any issues. Please stop by IT Services on the second floor of the Wittenberg Collegiate Center.

Frequently Asked Questions

I do not know the passcode needed as a guest.

Guests will need to have a passcode (which can change periodically). Please contact the front desk or talk with another member of the campus for the current passcode. They will need to log into the MLC Portal and then visit Portal > Information > Network Guest Codes to retrieved the current passcode.

I cannot get the captive portal page to come up.

Often this is an issue when the device's DNS settings are not being set automatically by our internal systems. This can happen if you (or your network admin at your school or work) have set the DNS servers manually, or there is an issue with your device.

Either reset your DNS settings or contact IT Services.

MLC Student WLAN

Who Can Connect

The MLC Student WLAN is meant for use by currently-enrolled students at Martin Luther College with a currently-active MLC Account.

How to Connect

Your device will need to support WPA2 Enterprise security standards in order to connect to the MLC Student WLAN. The following instructions will help you get started.

First, you will need to connect to the MLC Student WLAN.

- On your device, choose the *MLC Student WLAN* from the list of available wireless networks.
- You should be prompted for some account credentials, use your MLC Account credentials to log into the network. You may need to accept/trust a server certificate as well.
- Wait to be connected!

If you have registered your device recently, you should now be connected and ready to go. If not, you will also need to register your device on the network.

- Connect To the MLC Student WLAN with your computing device and open a web browser.
- Read the Acceptable Use Policy, scroll to the bottom of the screen and click on the “I agree” button to proceed.
- Only current MLC users are able to register on the MLC Student WLAN. Select the **MLC User** option and then enter your MLC Account username and password.
- Your device is now registered for 183 days.

MLC Academic WLAN

Who Can Connect

The MLC Academic WLAN is meant for current faculty and staff to connect to in order to complete their work while on campus. This is most often used for MLC-owned devices and not personal devices.

How To Connect

Your device will need to support WPA2 Enterprise security standards in order to connect to the MLC Academic WLAN. The following instructions will help you get started.

First, you will need to connect to the MLC Academic WLAN.

- On your device, choose the *MLC Academic WLAN* from the list of available wireless networks.
- You should be prompted for some account credentials, use your MLC Account credentials to log into the network. You may need to accept/trust a server certificate as well.
- Wait to be connected!

If you have registered your device recently, you should now be connected and ready to go. If not, you will also need to register your device on the network.

- Connect To the MLC Academic WLAN with your computing device and open a web browser.
- Read the Acceptable Use Policy, scroll to the bottom of the screen and click on the “I agree” button to proceed.
- Only current MLC users are able to register on the MLC Student WLAN. Select the **MLC User** option and then enter your MLC Account username and password.
- Your device is now registered for 183 days.

Troubleshooting Issues

I just changed my MLC Account password and cannot connect!

Some operating systems (Windows 10 has been known to have issues) will not prompt you to change the saved password when connecting after you have changed your password. You will need to forget that saved account and reconnect. Here are some simple instructions:

1. click on the wireless network icon in the lower-right of the screen
2. right-click on the network (either the MLC Academic WLAN or MLC Student WLAN) you want to forget
3. click `Forget`

Then follow the connection instructions above. For other devices, you will need to follow the instructions from your operating system or device manufacturer. Here are some links to try out:

- How to forget a Wi-Fi network on your iPhone, iPad, iPod touch, or Mac (Apple Support)

I am using a Chromebook, Chrome OS, Android, a Linux distribution, or some other operating system!

You are going to have to do more manual setup to get things working. Here are some settings you can look for!

- **EAP method:** "PEAP" or "Protected EAP"
- **EAP Phase 2 authentication:** Best option "MSCHAPv2" (or "Automatic")

- **Server CA certificate:** Best option "Default" or "Use system certificates". If needed, use one of "Do not check"/"Do not validate"/"No CA certificate is required".
- **Domain:** "mlc-wels.edu"
- **Subject name match:** "radius.mlc-wels.edu"
- **Domain suffix match:** "mlc-wels.edu"
- **Identity:** your MLC Account username
- **Password:** your MLC Account password
- **Anonymous Identity:** leave blank

Then use your MLC Account username and password from there.

There are often other words used depending on the specific operating system you are using. Feel free to contact IT Services if you have questions. Also, some devices do not support WPA2 Enterprise authentication methods, so check with your manufacturer.

I just cannot seem to connect!

Please contact IT Services or stop in the office to get some help.

Known Issues

This page will contain known issues that students, faculty, and staff have run into with connecting and using devices on campus.

Internet of Things

TP-Link Kasa Smart Plug

This device requires connecting to a protected wireless network, but does not support the needed wireless authentication standards of WPA2 Enterprise.

This means that, at this time (August 22, 2019), we cannot support TP-Link Kasa Smart Plug devices on campus.

Contacting IT Services

Please visit https://mlc-wels.edu/support for up-to-date information on how to contact IT Services.