

# IT Services

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


- [How Do I ...](#)
  - [Set Gmail as the default email handler in Chrome](#)
- [Printing](#)
  - [Printing Overview](#)
  - [Print Credit](#)
  - [Troubleshooting](#)
- [Services](#)
  - [Micro Focus Filr](#)
  - [Purchasing Software](#)
  - [Spyware & Malware](#)
- [Policies & Guidelines](#)
  - [Copyright Infringement](#)
  - [Acceptable Use Policy](#)
  - [MLC Student-Owned Devices Policy](#)
- [Networking](#)
  - [Dorm Networking](#)
  - [Wireless Networks](#)
  - [Known Issues](#)
- [Contacting IT Services](#)

# How Do I ...

Help for how to accomplish specific tasks.

# Set Gmail as the default email handler in Chrome

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

1. Visit <http://gmail.com> in Google Chrome and click the protocol handler icon  in your browser's address bar
2. Make sure  is selected and then click

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.](#)**

# 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 an MLC-managed computer (office computer, wired faculty laptop, computer lab desktop)
2. On the resulting page, login with your MLC  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 resent transactions and print jobs
- See if you have any jobs pending release
- Find a link to submit a support request
- 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.



# Services

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

# 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 known 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.

# 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.

# 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](https://mlc-wels.edu/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

Residential students have a number of options for connecting their devices to the campus-wide network and gaining access to both MLC-offered services and the greater Internet. Depending on your room, and the device you wish to connect, the steps you follow to gain access will be slightly different. You can find a variety of topics, information, and instructions here to help you but ultimately, if you have questions or issues, you can [contact IT Services](#) for help.

Before continuing on, please read the [MLC Student-Owned Devices Policy](#).

## Connecting

### Wireless

Martin Luther College currently offers access to three wireless networks throughout campus including (starting Fall 2018) in dorms rooms around campus. Two of these networks are applicable to students. Click on the links below to find out how to connect to each network.

- [MLC Guest WLAN](#)
- [MLC Student WLAN](#)

For information on which network to choose, check below based on the type of device you are connecting with.

### 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.

To utilize the wired connections it is recommended to use a device that has access to a web browser as registration takes place using a webpage. If you have need to connect a device without a web browser to a wired port, please [contact IT Services](#).

## 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 and you can register your device and have access to the Internet and other MLC services.

If you run into issues with the ports on your access point, please [contact IT Services](#).

## Standard Ethernet Ports

These ports will switch to the proper network depending on if your device is registered or not. The switching can sometimes take a few minutes. After you have successfully registered your device on the MLC Guest Network, your port will switch to the MLC Student Network within a few minutes.

## Quick Start Guide

1. Hook your computer up to the network jack using your own Ethernet cable (cables are available from the [MLC Bookstore](#), Walmart, Menards, Amazon, and other retailers).
2. Open your web browser (e.g. Firefox, Chrome, Internet Explorer, Edge, Safari, Opera, etc.).
3. Follow the registration instructions (you will need your MLC Account username and password to register).
4. Go take a walk to give the system time to register your machine if it doesn't seem to work at first.

# 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

These are, perhaps, the easiest devices to support on campus. The main issue to remember is that you will need to connect to the MLC Guest WLAN first before moving to the MLC Student WLAN. Successful registration on the MLC Guest WLAN will last for 7 days while the MLC Student WLAN registration will last for nearly a half-year.

If you are having issues connecting, it is often useful to forget the network and then try connecting again. Changing your MLC Account password will cause connection issues as well.

## Gaming Consoles

Most gaming consoles do not support WPA2 Enterprise authentication, which is required to connect to the MLC Student WLAN. As such, you can attempt to use the MLC Guest WLAN for access (if you have a web browser in order to register) or to connect via a wired connection and register that way.

**You will have a much better experience using a gaming console connected to a wired connection and registered on the MLC Network.**

If your console does not have a web browser (The Xbox One, Xbox Series X/S, Playstation 4, and Playstation 5 DO), then you will need to [contact IT Services](#) with the following information so that the console can be registered successfully:

- Name

- Dorm Name
- Room Number
- Type of Connection (either wired or wireless; if wired, which port you are connected to if connect to an access point)
- Console MAC Address (for either the wired or wireless adapter)
- Console Type

Your device will be registered, and your port switched (if connected to an access point) during the next business day.

We cannot guarantee each and every game/game console will be able to be successfully played/used here on campus. We will make our best effort to get things to work, but as this is a campus instead of a single home, some things cannot be supported.

# Streaming/Smart Devices/Printers/Televisions/Internet of Things

Streaming/smart devices, most of which do not support the needed encryption to log into the [MLC Student WLAN](#). As such, the streaming devices (Amazon Echo, Google Home, Chromecasts, Apple TV, Apple HomePod, Roku, etc.) will need to be registered in order to connect to the [MLC Guest WLAN](#) since the devices normally have no web browser or even a screen.

As such, you will need to [contact IT Services](#) with the following information so that the console can be registered successfully:

- Name
- Dorm Name
- Room Number
- Type of Connection (either wired or wireless; if wired, which port you are connected to if

connect to an access point)

- Device MAC Address (for the wireless adapter)
- Device Type

You can connect to a wired connection as well, just include your wired MAC address.

Some features of these devices require you to be on the same network as the devices you are using or controlling. For example, wireless printers will be available to anyone using the same network you are connected to. If you have specific needs, please [contact IT Services](#) and work with the staff there.

# Frequently Asked Questions

## **Why can't I play my Xbox/Playstation?**

It is possible you are connected to the Guest Network/MLC Guest WLAN and that device has more restrictions than the Student Network/MLC Student WLAN. You will need to connect to the correct network, register your device, or contact IT Services for help.

## **Can I use my own wireless router in the dorms?**

No. Please do not.

## **What is a MAC address?**

It is the hardware identifier for the network device on your machine. It is sometimes called a MAC address, hardware address, network address, or similar things. Often you can find the information needed in your device settings, printed on the box, on a sticker on the device, or on a network connection screen. They often look like pairs of letters and numbers separated by colons.

Look for something like this: `aa:bb:cc:11:22:33`.

This information is vital and is needed in order for the network to be able to recognize your device and give it the access you require. Providing even a single inaccurate digit or number is enough to stop a device from connecting properly. Often the information is found while setting up a network

connection on the device.

### **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 through 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 retrieve 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 retrieve 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

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.