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Airnet service

This guide provides an overview of the wireless service Airnet which is available at Staffordshire University.

Introduction

Airnet is a wireless service run by Staffordshire University which allows students, staff and guests of the University to gain access to network and Internet services. Network services are only allowed from University owned and managed machines, all other users will use web based applications to gain access to E-mail and H drives.

New access points have now been installed in most buildings at Stoke, Stafford, Royal Shrewsbury Hospital and Lichfield Campus with a view to expand this in the future. The old AirNet hotspots have been upgraded and incorporated into the new system.

Benefits of the new system are that it provides the same service across sites, it enables users to roam between access points and offers room for expansion.

For more details on coverage please visit www.staffs.ac.uk/airnet

Connecting to Airnet

To connect you will need a wireless enabled device. Most laptops will have a wireless card as standard with a small WiFi certificate on the base or logo on the laptop itself. If you need help and advice with wireless then visit an IT Help Desk.

With the wireless card enabled your device should detect:

Airnet-Student
Airnet-Guest
Airnet-Secure*

*Staff with a University owned device can select Airnet-Secure; otherwise staff should use Airnet-Student. The Airnet-Secure service is not yet available.

Once you have connected, open a web browser and try to access the Internet. Here you will be forwarded to a login page which requires your University username and password.

Once authenticated you can access:

- Staffs homepage and the Internet
- Email from <http://www.staffs.ac.uk/owa> or <http://myportal.staffs.ac.uk>
- H Drive from <http://myportal.staffs.ac.uk>

Guest accounts are available from the IT Help Desk.

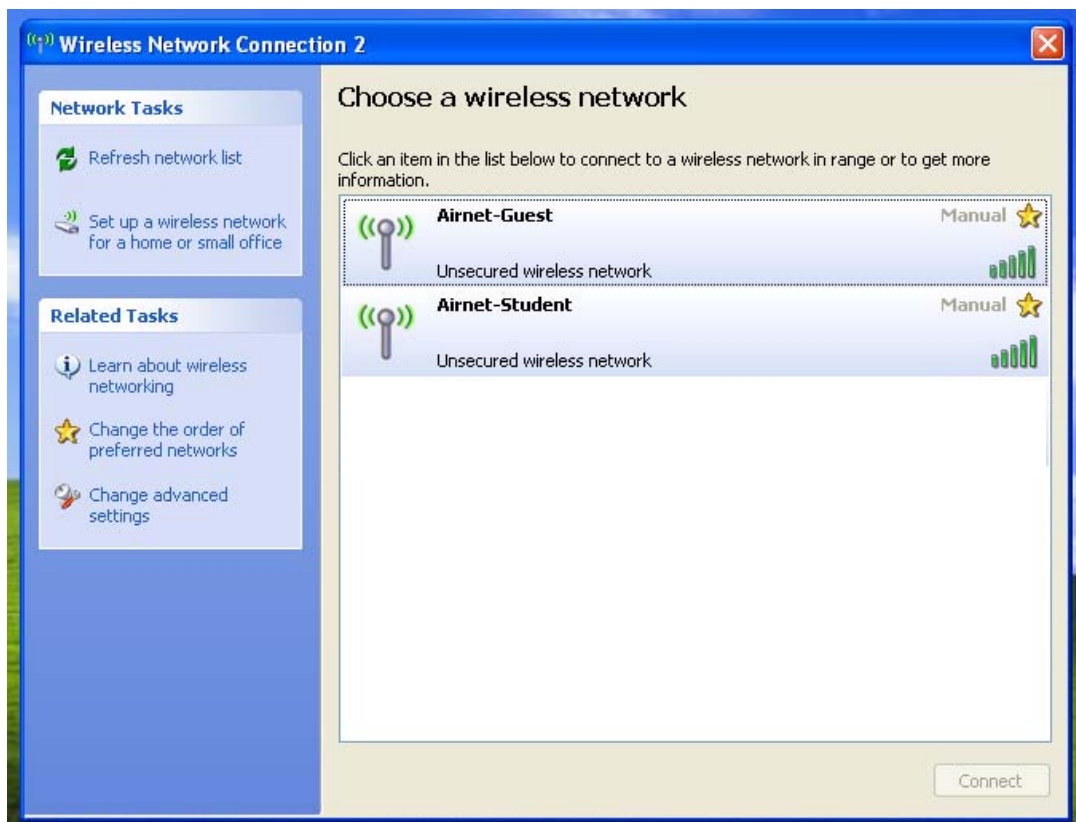
You will be provided with a temporary username and password which will grant you a maximum of 24 hours access when connecting to Airnet-Guest.

Below is a step by step guide to connecting on Windows® XP™, Windows® Vista™ and Windows® 7™

Windows® XP™



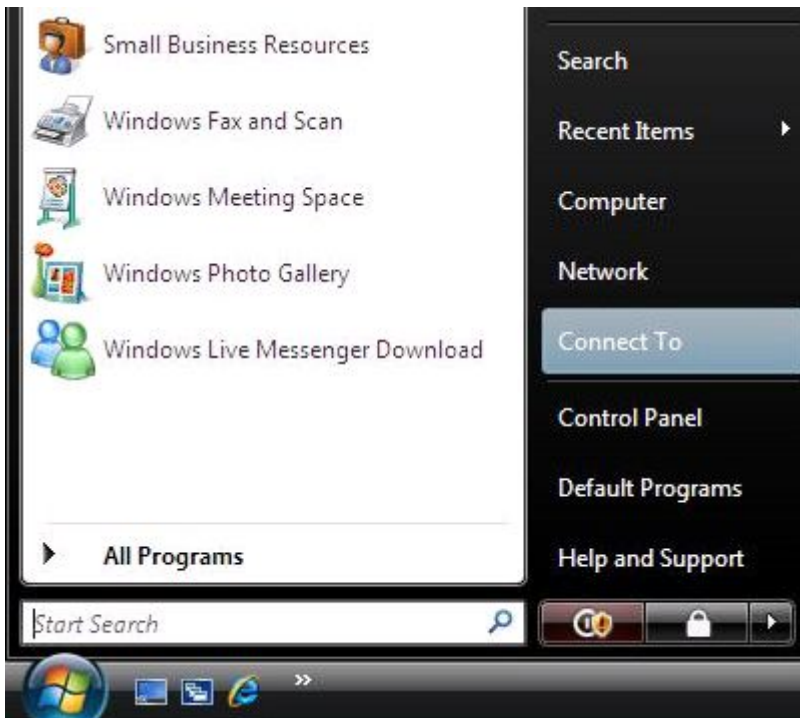
Double click on the wireless icon in the system tray.



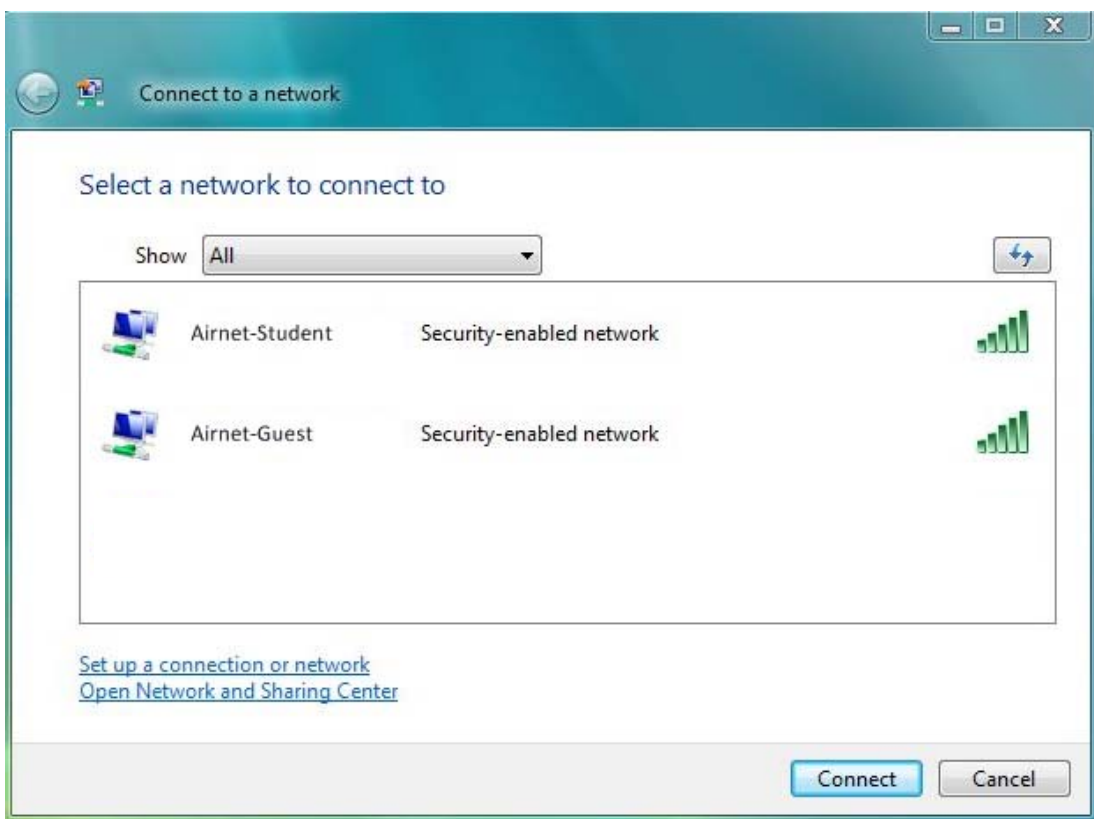
Here you can select the network. Simply double click on the network you wish to connect to.

Windows® Vista™

On the start menu, select 'Connect To'.



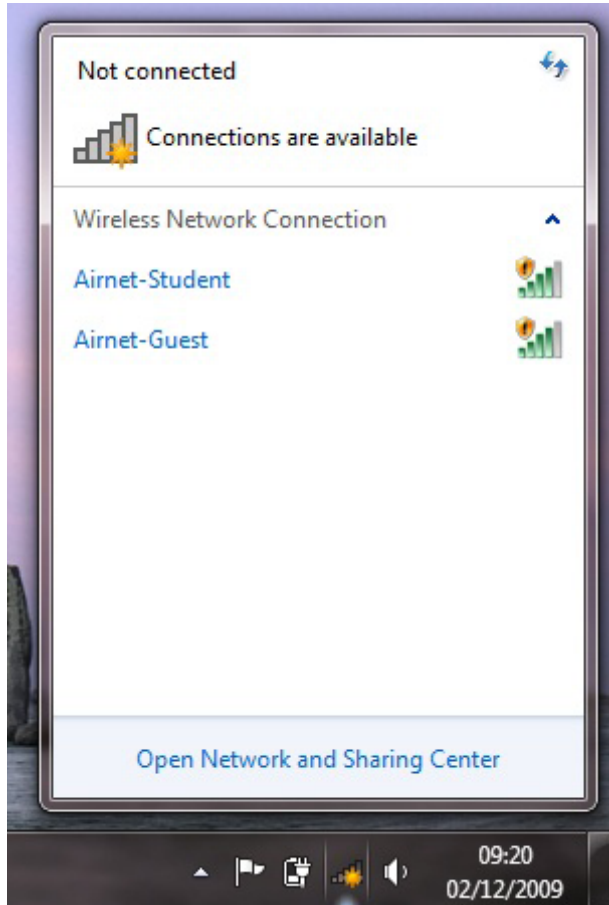
Here you can select the network. Simply double click on the network you wish to connect to.



Windows® 7™



Click on the wireless icon in the system tray. Here you can select the network by clicking its name followed by the connect button.



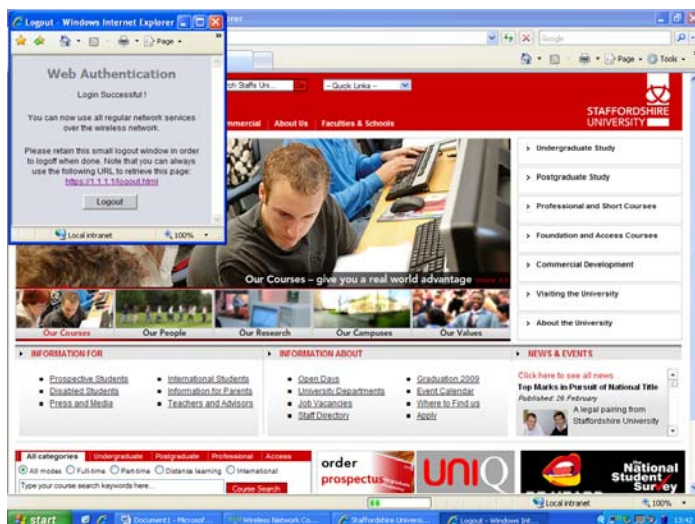
Alternatively, if the wireless icon is not showing on your system, open the control panel from the start menu. Under 'Network and Internet', is 'Connect to the Internet'. Selecting 'Wireless' will display the screenshot above.

On all Platforms

Open your web browser (Internet Explorer 7 in this example) and try to access a website. This will re-direct you to the following page. Here type in your University username and password or guest account details.



The page below shows a successful login. You now have access. The small window can be minimized and then used to log out of the system which is advised.



Troubleshooting

If you are having difficulties connecting to the Airnet service, please visit the nearest IT Help Desk. Some basic troubleshooting is detailed below.

- My device can't see any access points.
 - Check that Wireless is enabled. Note: You may have more than one switch to enable wireless. Some laptops use a FN key to activate the wireless card.
 - Check that wireless is available in your area.
- My device says it's connected but I can't access the login page
 - Ensure that Network connection sharing is turned off and then try and connect again.
 - Check that you have a 'Fair' or better signal strength and try again.
- I can only access www.staffs.ac.uk but not other websites.
 - You may need to enter proxy settings. Below are examples for Internet Explorer and Firefox.

For Internet Explorer, select **Internet Options** from the **tools menu** and click on the **connections tab** and choose **LAN settings**. Enter **www.staffs.ac.uk/proxy.config** in the automatic configuration script.

Firefox users can enter proxy settings from **options** on the **tools** menu, then **network** on the **advanced** tab. Click **settings** and enter **www.staffs.ac.uk/proxy.config** under automatic proxy configuration url.

Important information

For your own safety and security please ensure that your device has antivirus software. This needs to be updated on a regular basis and should be active. Also, if your device has any updates for its operating system, it is advised that these are installed. If your device has a firewall it should also be active when using the Internet.

The performance on wireless depends on the amount of users connected to an access point. Performance can also be impacted if a user with a 'b' (802.11b) based network card connects to the same access point as users with newer 'g' (802.11g) based cards. Currently the wireless network supports b and g.

Where to go for more help or information

In person at the IT Help Desks

Brindley IT Centre Stoke t: 01782 294135
Octagon IT Centre Stafford t: 01785 353339

Online

www.staffs.ac.uk/airnet
www.staffs.ac.uk/infoservices/library/enquiry
<http://webpac.staffs.ac.uk/livehelp/ishelp.html> (staffed hours only)

Email

libraryhelpdesk@staffs.ac.uk (for all IT and Library queries)

Many documents are available on the web in pdf format at:
www.staffs.ac.uk/infoservices/documents/index.php

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