

## Frequently Asked Questions for the Graduate School of Bankers Residential Life Information Technology

Q. What are the supported device Operating Systems?

A. The LSU wireless network supports **Windows 7, and above, Mac OS X and above, Linux**, as well as most **mobile device operating systems**.

Q. Will I need anything special installed on my computer in order to connect to the LSU wireless guest network?

A. The LSU wireless guest network supports wireless adapters /cards that are Wi-Fi certified and support WPA/WPA2 enterprise. **We highly recommend that you get an adapter that supports the following wireless standards and bands: 802.11a/n (5GHz) and 802.11g/n (2.4GHz).**

Q. What speed is the LSU wireless guest network?

A. The LSU wireless network 802.11a/b/g connections in common areas will have a **maximum connection speed of up to 54Mbps (11Mbps on 802.11b).**

Q. Will I need a username and password to logon to the LSU wireless network?

A. Yes, this username will be active beginning Wednesday, May 20th, 2020.

**Username: GSBSU2020**

**Password: 392679**

Q. Which LSU wireless network do I connect to?

A. You will connect to **LSUGuest** more details about lsuguest are listed below

Q. Will I be able to VPN to my bank's network from LSU's network?

A. **Yes.** Netguest sits outside the LSU firewall which does not block outgoing VPNs.

Q. Can I use a dial-up service instead of the high speed connections?

A. **No.** There are no telephones in the rooms.

Q. What is the policy statement for LSU's Guest network?

A. A copy of LSU Guest **"terms of use"** is attached in this information packet.

Q. Is there a support number that I can call if I experience problems with my connection?

A. Yes, please contact the Residential Life IT Help Desk Monday through Friday 8:00am to 4:30 pm at **(225) 578-0560** for support.

### Configure Computer for connection to the LSU wireless network (NetGuest)

We recommend that you first disable or uninstall any of the following if they are on your computer:

1. Internet Connection Sharing (ICS)
2. Firewalls (McAfee Firewall, Norton Personal Firewall, BlackICE Defender, Tiny Firewall, Norton Internet Security) \*Microsoft Windows Firewall can be used
3. DSL and Cable modem software

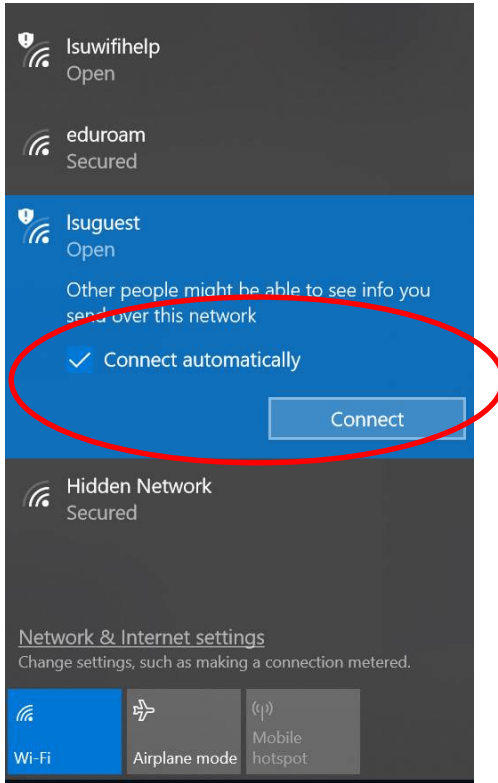
The above programs may prevent you from connecting to the LSU NetGuest wireless network. You can enable your firewall software after you have verified your successful connection to the LSU wireless network.

## Connecting to the LSU NetGuest wireless network (NetGuest)

Connecting to NetGuest with Windows operating systems.

**Option 1:** In lower-right corner of computer screen.

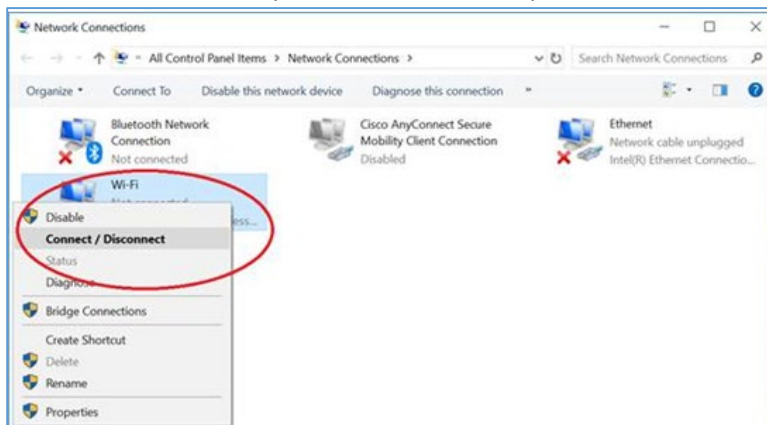
1. Click or Right-click on **Wireless Network Connection** and select **Connect/Disconnect**.
2. Click on **Isuguest**, then click **Connect**.



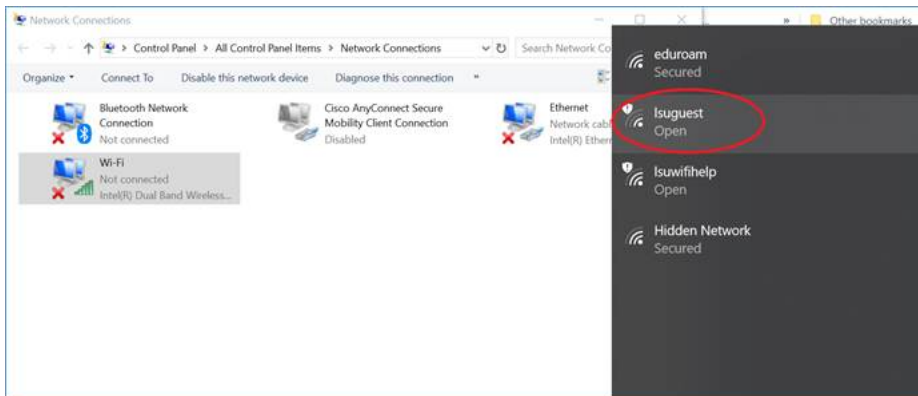
3. Click [here](#) to move to Next Step

**Option 2:** Click the **Start** button and in the **Search** field type: *ncpa.cpl* and press enter:

**a.** Select/Click **Wi-Fi** > Select/Click **Connect**



b. Select/click **Isuguest**



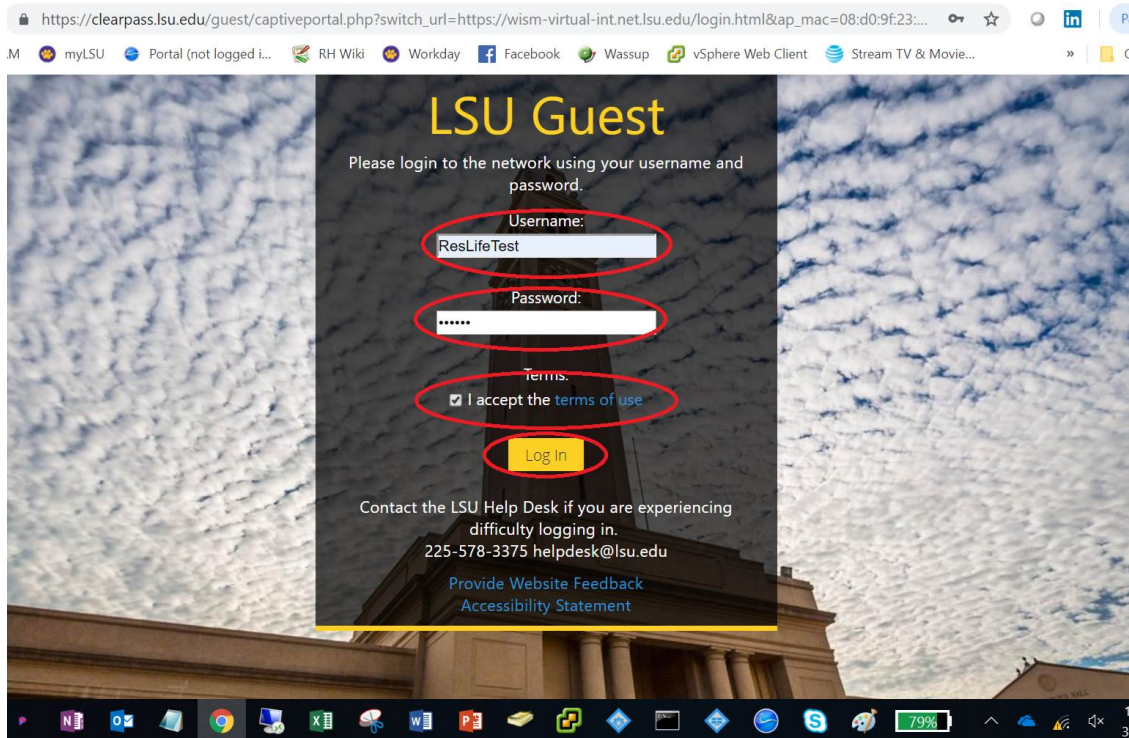
4. Click [here](#) to move to Next Step

## Authenticating into LSU Guest Network portal:

2. A webpage will open with this login portal.

A screenshot of the LSU Guest network login portal. The background is dark green with yellow text. At the top, it says "LSU Guest" in large yellow letters. Below that, it says "Please login to the network using your username and password." There are two input fields: "Username:" and "Password:". Below the password field, there is a "Terms:" section with a checkbox and the text "I accept the terms of use". A "Log In" button is centered below the terms. At the bottom, it says "Contact the LSU Help Desk if you are experiencing difficulty logging in. 225-578-3375 helpdesk@lsu.edu". There are also links for "Provide Website Feedback" and "Accessibility Statement".

3.  
4. Fill-out the login information given to you at check-in by your sponsor.



- 5.
6. Select/Click "Log In".
7. If successful, you will see the portal login **successful! Page !**
8. At this point, you are now connected to LSU Guest network and enter the <https://www.gsblsu.org/> website.
9. If you are still experiencing NetGuest access issues, see instructions here: <https://networking.grok.lsu.edu/Article.aspx?articleid=17391>

## LSU Guest – Terms of Use

The LSU network is available to all LSU students, faculty, staff, and authorized guests.

**Sponsors:** Guest Accounts can be created by LSU faculty and staff by clicking [here](#). You are responsible for communicating the terms of use described on this page to each guest user that you sponsor.

**Guests:** If you have been provided with a guest account, please click [here](#), provide your username and password, indicate that you accept these terms of use described on this page, and click "Log In".

**NOTICE:** This system is for the use of authorized users only. Individuals using their computer system without authority or in excess of their authority are subject to having all of their activities on this system monitored and recorded by system personnel. In the course of monitoring individuals improperly using this system or in the course of system maintenance, the activities of authorized users may also be monitored. Anyone using this system expressly consents to such monitoring and is advised that if such monitoring reveals possible evidence of criminal activity, system personnel may provide the evidence from such monitoring to law enforcement officials.

**Security Notice:** Wireless transmissions on the lsuguest network are not encrypted. Be aware that transmission of data over the wireless medium could be easily detected and intercepted by unauthorized users.

**Note:** It is highly recommended that you utilize the LSU wireless (NetGuest) network during your stay on campus. If there are extenuating circumstances that require you use the wired network, you should contact the Residential Life

IT helpdesk at 225-578-0560 for further assistance.

**Enjoy your Stay at LSU!**