

## Durham Tech Wireless Network

### Overview

Durham Tech provides two wireless networks for individuals to connect their personal devices and access basic internet services at all locations. The networks are named *DurhamTech* and *DurhamTech\_Guest*.

The *DurhamTech* network is provided for students and employees. When a student or employee uses their credentials to connect to the *DurhamTech* network, the system will place their device on the appropriate network and provide an encrypted connection. For the best performance, it's recommended that students and employees use this network when connecting to the Durham Tech wireless network.

The *DurhamTech\_Guest* network is provided for visitors to campus. Visitors to campus or new students who have not completed setup of their campus user accounts can connect to the campus guest wireless network for web access. There are limitations to the speeds and capability of this connection so users should keep that in mind when using this network.

### Connecting to the DurhamTech network (*Students and Employees*)

- 1) Connect your device to the network named **DurhamTech**.
- 2) When you connect, you may get a certificate pop-up asking to trust a certificate from *mc-ise-1.durhamtech.edu*. If you do, you will need to click the trust option to proceed. This is normal for many mobile devices the first time they connect to the service. This ensures that data transmitted across the network is encrypted to protect privacy.
- 3) When the login page appears, login using your *Durham Tech* credentials. Use the same username and password you use for Self-Service, Canvas, or Campus Computer (employee).

### Connecting to the DurhamTech\_Guest Network (*Visitors*)

In order to use the guest wireless network, you must first setup a guest account and then agree to the campus policies related to access. The account you setup will be active for 5 days hours following setup provided it's used daily. If the account expires, not used within 24 hours, or is over 5 days old, you will need to setup the account again to gain access.

Connecting to the guest wireless network:

- 1) Connect your device to the network named **DurhamTech\_Guest**. When you connect, a login page will appear.
- 2) If you've created or used guest account in the last 24 hours, you can login with that account. If you have not, proceed the next step to setup an account.
- 3) If you have not created a guest account within 24 hours, do the following to create the account.
  - a. Click the link at the bottom of *DurhamTech\_Guest* login screen that states **If you don't have an account, click here**
  - b. The link will take you to a screen where you can enter data to create an account.
  - c. Once you submit your information, the system will verify that your chosen account name does not already exist and other items are filled in correctly.

- d. If you entered everything correctly, you will get a screen displaying your information along with a password to use to connect to the network. Be sure to remember that password. If you are able, it would be a good idea to take a screenshot of this screen to have for reference. While you won't need the password to complete the process, you may need the login and password to connect another device to the guest wireless network.
- e. At the bottom of the account creation summary page, click on **Sign On**.
- f. After clicking *Sign On*, a use policy will appear. You will need to review and accept the policy to connect to the network.

### Frequently Asked Questions

**Q:** My Chromium based device will not connect to the *DurhamTech* network?

**A:** Older chromium devices do not have the required protocol for a secure connection. Ensure that your device has PEAP (Protected Extensible Authentication Protocol) capability. If your device does not have this capability, you will need to connect to the *DurhamTech\_Guest* network.

**Q:** I am an employee and have a Durham Tech supplied computer that needs to connect wirelessly, how should I connect?

**A:** Computers supplied to employees by Durham Tech requiring wireless access are configured to connect the wireless network automatically. If the computer is not connected, be sure the wireless is active on the device and the WiFi switch, if present, is not turned off. If you continue to have issues, please contact the help desk.

**Q:** Who should I call if I am having trouble accessing the wireless network?

**A:** If you are having trouble connecting to the wireless network, you may enter a [work order](#) or contact the ITS HelpDesk via [helpdesk@durhamtech.edu](mailto:helpdesk@durhamtech.edu) or (919) 536-7261 x6111.