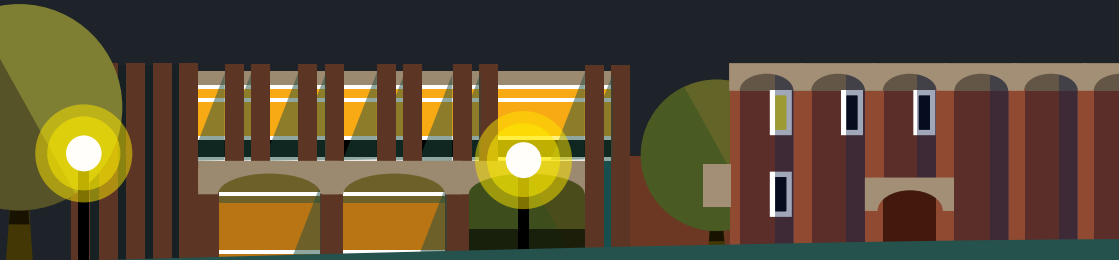# How to connect

Getting online at Sussex

UNIVERSITY
OF SUSSEX

wi-fi

The wi-fi at Sussex is called eduroam, short for education roaming. It's used in universities all over the world. To connect, you first have to register your computer or mobile device, then sign in with your username and password.

1 Register your device

Connect to **sussex.ac.uk-wifi-setup** then go to the web. You should be redirected to the Sussex setup page.

Log in with your username and password, making sure the box to register your device is ticked. That's all you need to do to register.

You only have to register the first time you connect a device. After that, you can tell it to **Forget** the setup network.

2 Connect to eduroam

Press the button to **Set up your connection** and follow the instructions

or just connect to **eduroam** and sign in with your username@ sussex.ac.uk and password.

Problems connecting?
See our troubleshooting guide on pages 4-5.

Eduroam is the wi-fi used by students and staff but there are others too:

Conferences is used by the University's conference and events service. See your event organiser for details of which network to use and how to connect.
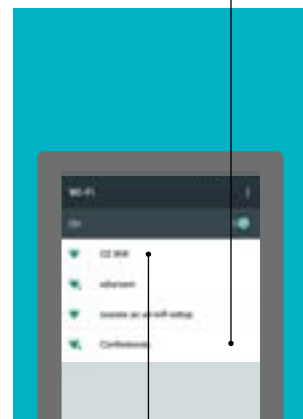

O2 Wifi is a free public network for visitors, used in places all over the UK.

Connect on your device and follow the instructions to sign up. You need to enter a mobile number to register but you can still use the network temporarily if you don't get the invitation message.

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wired

If you live on campus, use the wired connection for a faster and more stable connection.

Bedrooms in the residences have wired internet access and a network cable. As with wi-fi, you first have to register, then connect.
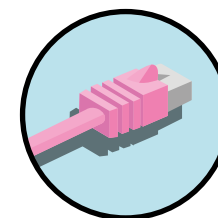
1 Register your device to use the wired connection

Connect your computer to the wall socket with the cable then go to the web. You should be redirected to the Sussex setup page.

Log in with your username and password, making sure the box to register your device is ticked and that's it - your device is registered.

2 Connect to the network

Press the button to **Set up your connection** and follow the instructions on the screen.

troubleshoot

If you're having problems connecting, here are some tips that should help. But if you still can't connect, bring your laptop in to see us at Shawcross and we'll make sure you get online.

I have to register every time I use eduroam

If you see the login page every time you connect, your device is probably connecting to the setup network instead of eduroam. See if you can find the network settings on your device and **Forget** sussex.ac.uk-wifi-setup

I've registered but can't connect to eduroam

Check the details you're using to authenticate. When you log in to eduroam you must include **@sussex.ac.uk** after your username. The time and date must also be correct on your computer.

The automatic setup doesn't work

The auto setup uses a program called XpressConnect to get all the right settings in place but if it has problems, try setting up your connection manually using the instructions on the right-hand side of the page.

I need to get online urgently

Even if you're having trouble connecting, there are other ways to get online. Use the **O2 Wifi** as a temporary measure or go to one of the 24 hour computer rooms, like the one in **York House**, where you can log in to a computer.
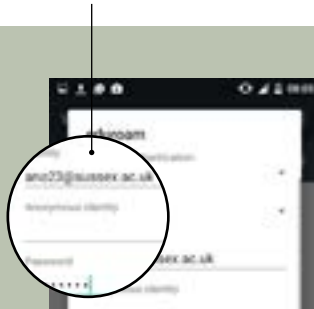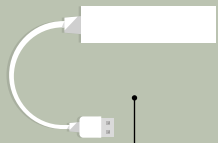
My laptop doesn't have a socket for the cable

Thin, modern laptops don't always have a network socket but you can use a **USB-ethernet adapter**. See our website for more details. **sussex.ac.uk/its/connect**

Can I connect my games console?

Most games consoles don't support the logins needed for eduroam and the wired network but you may be able to use the **O2 Wifi** network to get online.

Can I connect my Kindle or e-reader?

Newer Kindles can connect to eduroam in the same way as other devices. Other e-readers don't usually support network logins but you may be able to use the **O2 Wifi** network.

Can I use my wireless printer?

Home printers aren't compatible with university networks so if you have your own printer, use a cable to connect to it in your room.
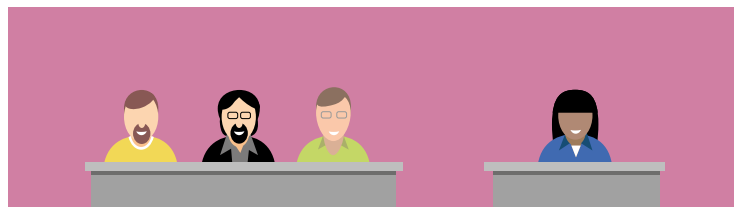
get started

Make the most of the IT resources and services at the University.

Help and info
If you're having trouble with IT, we're here to help. See our website for useful guides and answers to hundreds of questions.
sussex.ac.uk/its

You can also contact us by phone, email, Twitter or Facebook, or just pop into **Shawcross**.

IT Service Desk
Shawcross building
Monday to Friday
Term 9am-7pm
Vacation 9am-5.30pm

See one of our advisors for help getting online

8090
+44 1273 678090

@itservices

support@sussex.ac.uk

facebook.com/itssussex

Computers
There are over 800 computers for students, many available 24 hours a day.
sussex.ac.uk/its/computers

Mobile app
Get the SussexMobile app for fast access to information like your Sussex email, timetable and campus maps. You can find a free PC, top up your print credit and get to other services quickly and easily.

For the iPhone or Android app, search for SussexMobile in the store or on Windows phones, bookmark the web version:
sussex.ac.uk/mobile
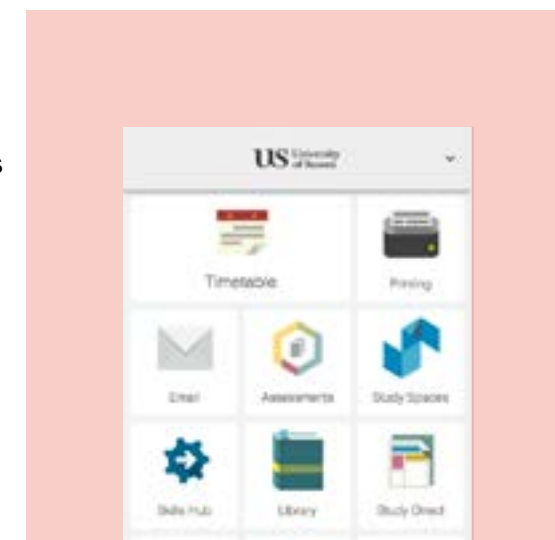
Free training courses
Pick up invaluable IT skills in Microsoft Office, Photoshop, mind mapping and referencing.
sussex.ac.uk/its/training

Your email account
Click the link at the top of Sussex web pages or log in at
webmail.sussex.ac.uk

File space
Save your work securely on the University systems and get access to it from anywhere
sussex.ac.uk/its/files

Software
Download Microsoft Office for free plus other useful software.
sussex.ac.uk/its/software

Library	Shawcross	Pevensey 1	JMS 1B1	Richmond	Bramber 239	Jubilee G23	York House	Northfield
222 🍎 19	125 🍎 15	125	26	110	20	25	36	12

24 hour access with keypad
sussex.ac.uk/its/keycodes

Open **24 hours** with security office nearby

IT at Sussex
See the companion booklet
for more information about
computing services and
resources

2016 | 2017