



Welcome to the Herkimer Residence Life Wireless Network

All Residence Halls have full wireless coverage for student and staff use. All users will need to accept the Terms and Conditions and authenticate using their college-provided username and password.

To Connect to the Residence Hall Wireless:

1. You will see a SSID called "Herkimer College Housing"
2. Connect your wireless device to this SSID
3. Your web browser will present a splash page with Terms and Conditions (*may need to manually open browser*)
 - ✓ Please review and accept on the bottom of the page
4. You will need to enter your College Network Credentials—username and password—for authentication

*Reminder, usernames are the first seven characters of your last name (or entire last name if less than seven characters) followed by the first character of your first and the last three numbers of your college ID.

Example:

Student: **Jane Smithson**

College ID: **H99123101**

User name: **smithsoj101**

5. Congratulations! You are connected to the Herkimer College Housing wireless network!

Support:

Occasionally some devices (i.e. game console) will not have a web browser or devices just won't connect for some reason. For support and assistance with connectivity, please reach out to our wireless support team by email (sunyherkimersupport@deepbluecommunications.com) or call 877-895-4357.

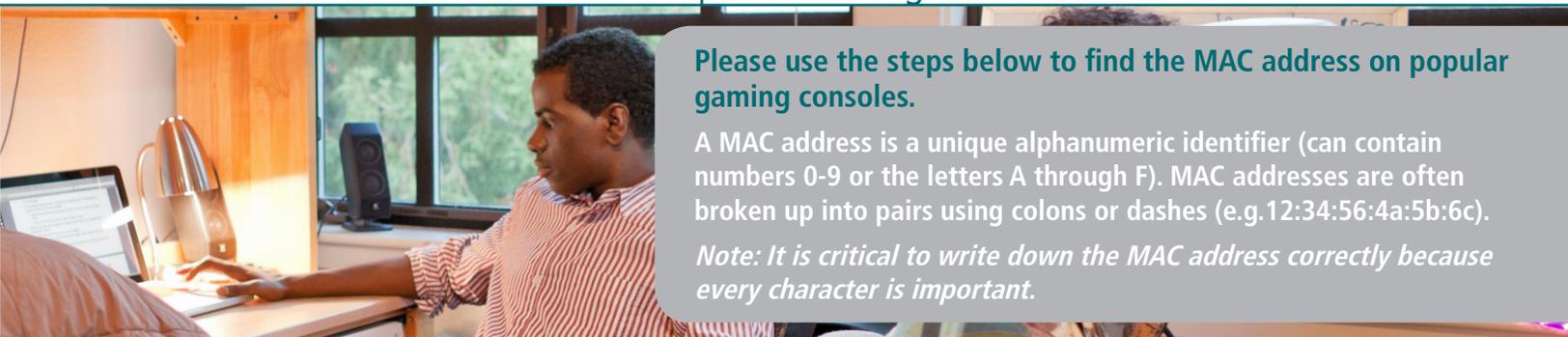
When calling, the support team will need the following information:

Contact name, phone number and HCCC email, device type, location, nature of problem, and MAC address of device (unique device identifier that looks like e.g. 01-23-45-67-89-ab)

When contacting support via email, please send the request using your Herkimer email account so that our support team can validate the request source.

If your device is infected with a virus/malware, you will receive the message you see below and will not be able to access the Internet. You will need to contact the Herkimer College Helpdesk at either help@herkimer.edu or (315) 866-0300 x8555 for assistance. Once the infection has been cleaned, your access will be reestablished.

How to Find the MAC Address on Popular Gaming Consoles



Please use the steps below to find the MAC address on popular gaming consoles.

A MAC address is a unique alphanumeric identifier (can contain numbers 0-9 or the letters A through F). MAC addresses are often broken up into pairs using colons or dashes (e.g. 12:34:56:4a:5b:6c).

Note: It is critical to write down the MAC address correctly because every character is important.

Microsoft Xbox One

1. Power on your Xbox One
2. Navigate to the settings tile and launch Settings
3. Select Network
4. Select Advanced Settings
5. The MAC address for both the Wired and Wireless interfaces should be listed

Microsoft Xbox 360

1. Power on your Xbox 360
2. In the "System" area of the Xbox 360 dashboard select "Network Settings"
3. Select "Edit Settings"
4. From "Advanced Settings" select "Advanced Settings"
5. On this screen you should see "Wired MAC Address" followed by the MAC address of the system

Sony PlayStation 4

1. Power on your PS4.
2. Navigate to the Settings icon located on the menu bar
3. Scroll down and select System under the Settings menu
4. Select System Information
5. The MAC address for both the Wired and Wireless interfaces should be listed

Sony PlayStation 3

1. Power On your PS3
2. Navigate to Settings in the XMB
3. Select System Settings
4. Select System Information
5. View information on the PS3 system. The MAC address is shown there

PlayStation Vita

1. Power on your PS Vita
2. From the Home screen go to Settings
3. Once in Settings, select System
4. From the System menu, select System Information
5. The MAC address for the Wireless interface should display on the screen

Nintendo Switch

1. Power on your Switch
2. From the main menu, select System Settings
3. The System MAC address will be listed under the Connection Status section

Nintendo Wii

1. Power on your Wii
2. From the Wii Channel screen select the "Wii" button then go into "Wii Settings"
3. On the second page find the option "Internet" then go under "Console Information"
4. This screen should have a line with "USB Ethernet Adapter MAC Address" or "LAN Adapter MAC Address" or similar

Nintendo Wii U

1. Power on your Wii U
2. From the Wii U menu, select System Settings
3. Scroll to and select Internet
4. Scroll down and select View MAC Address
5. The MAC address for both the Wired and Wireless interfaces should be listed

Nintendo 3DS

1. Power on your 3DS
2. From the Home menu, highlight and select the System Settings icon
3. Select Internet Settings
4. Select Other Information
5. Select Confirm MAC Address
6. The MAC address for the Wireless interface should display on the screen



Computer Specifications

Minimum Specifications:

Windows Based Systems

- CPU: Dual Core Intel or AMD equivalent
- RAM: 4GB
- HDD/SSD: 240GB
- OS: Windows 7
- WIFI: 802.11n

Mac Based Systems

- CPU: Intel core i3
- RAM: 4GB
- HDD/SSD: 240GB
- OS: OS X10.11 (El Capitan)
- WIFI: 802.11n

Recommended Specifications:

Windows Based Systems

- CPU: Intel i5 or AMD equivalent
- RAM: 8GB or higher
- HDD/SSD: 256GB or higher
- OS: Windows 10
- WIFI: 802.11ac

Mac Based Systems

- CPU: Intel core i5 or higher
- RAM: 8GB or higher
- HDD/SSD: 256GB or higher
- OS: macOS 10.12 (Sierra)
- WIFI: 802.11ac

**If you are running Linux, please note that we only support the distributions that have Long Term Support (LTS)