

## Warren Wilson College – Wireless FAQ

### **Q: Where is wireless Internet available?**

A: Full wireless coverage is available in Bannerman Computer Lab, Jensen Computer Lab, Ellison Library, Sage Café, Schafer Dorms, Village Dorms, and lower Gladfelter. Limited coverage (common areas only) is available in all dorms except ANTC. Various other administration and academic buildings on campus have wireless access. Some areas on campus may pick up traces or signal bounces but are not supported.

### **Q: What is the name of your wireless access?**

A: Look for the following SSIDs:

WWC\_Private

<BuildingName>\_Wireless (e.g. Library\_Wireless)

We recommend connecting to the access point with the strongest signal strength.

### **Q: What is the password for the College's wireless networks?**

A: wwcwireless

### **Q: Do I need any other details about your network?**

A: Not really. Warren Wilson College uses primarily WPA-PSK encryption (TKIP algorithm) on our wireless networks. Most modern wireless cards auto-detect these settings and will simply prompt you for a password. Very early wireless adapters may not support this method and would require an update or replacement.

### **Q: Why can't I send 3<sup>rd</sup> party email on campus?**

A: For security reasons, client software such as Outlook, Thunderbird, Eudora, Mail, etc. will not be able to send email using 3<sup>rd</sup> party outgoing servers. If you do not have a Warren Wilson account, we recommend using web-based email while staying on campus.

### **Q: What if my question isn't on this list or I need more information?**

A: Call the Helpdesk. **(828) 771-3094** or simply **3094** from a campus extension. You may also email us at **helpdesk@warren-wilson.edu** if you are able to do so. During the summer we are staffed from approximately 8:30am-5pm Monday through Friday (closed at Noon for lunch).