



UITS

**THE 24/7
IT SUPPORT CENTER**

Bringing Your Computer to Campus?

Be sure to complete these steps first!

24/7 IT Support Center

MLK Bldg. Room 207

(520) 626-TECH (8324)

247.arizona.edu

Preparing Your Computer for the University of Arizona Network

Mac OSX Edition | 2010–2011

Welcome to the University of Arizona! If you are bringing a computer to campus there are some important steps you should take before accessing the network. By following the steps described in this packet you can ensure your computer meets University of Arizona network requirements and is protected against a variety of potential problems including viruses and malicious spyware programs. The directions will also guide you through registering your computer for campus internet access, registering/setting up your computer for use on the wireless network, enabling the firewall, enabling automatic software updates, and installing and configuring anti-virus software. Look through the documentation carefully to find instructions specific to your operating system.

Due to the constantly changing needs for computer and network security, many of these requirements and directions change on a regular basis. Please check with the 24/7 IT Support Center (520-626-TECH or 247.arizona.edu) for up-to-date information.

As an affiliate of the University of Arizona you are entitled to free anti-virus software called Sophos. If you already have an up-to-date anti-virus software subscription, you are not required to use Sophos and can skip this step; however, please ensure your software is updating frequently. Out-of-date anti-virus software will not protect your computer. If your computer is unprotected and infected with a virus it will be blocked from the UA network.

If you have any problems or questions please call (520) 626-TECH (8324) and a 24/7 IT Support Consultant will be happy to guide you through the process.

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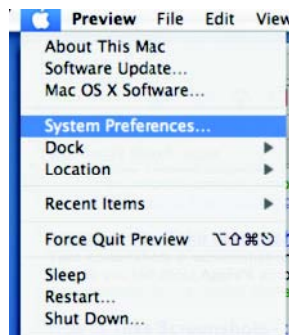
Registering Your Computer for Campus Internet Access

Registration is required for all students who wish to access the Internet on campus (outside of a dorm). To register, you will first need to find out your computer's MAC address, and then find a computer that is already connected to the Internet (at home, in a lab on campus or at a friend's) to register it. **Do not attempt to connect to the campus network until you have registered it and installed up-to-date antivirus software.**

Finding your MAC address in Mac OSX

(Note: MAC Address does not refer to Macintosh computers; it is a generic networking term that applies to all types of computers.)

1. Click the Apple menu and select **System Preferences**.



2. In the **System Preferences** window > **Internet & Network**, select **Network**.

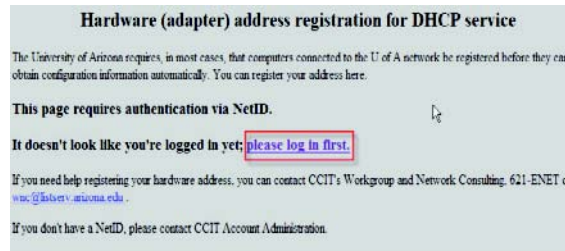


3. In the **Network** pane, under **Show** select **Built-in Ethernet** then the **Ethernet** tab. Your MAC address is listed as the **Ethernet ID**. Write the **Ethernet ID** down.

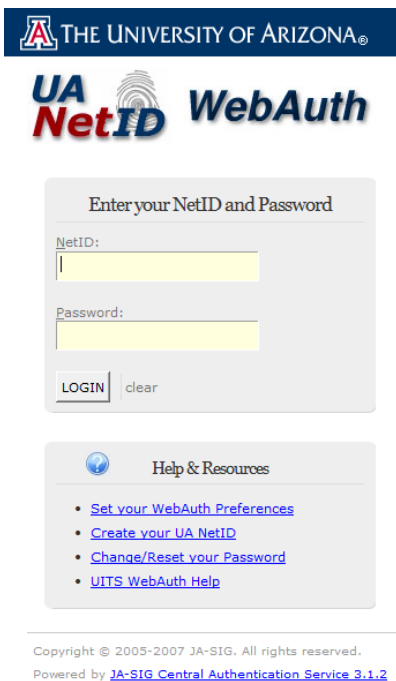
At this point you are ready to register your address (es). Find an internet-connected computer and continue.

Registering your MAC address

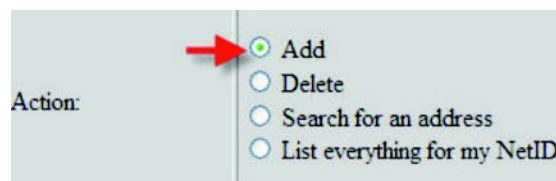
1. Using a computer that is already connected to the internet, go to <http://dhcp.arizona.edu/register.php>. Click **please log in first**.



2. This will bring you to a login page. Log in with your UA NetID and Password.



3. Once you have logged in, select **Add** under **Action**.



4. Enter your MAC address (the one you wrote down) into the **Hardware (MAC) Address(es):** text field. It should look like the example red text in the below picture.



A screenshot of a web form. On the left, the text "Hardware (MAC) Address(es):" is displayed. To the right is a text input field containing the MAC address "00:12:34:56:78:9F" in red text.

5. Enter your name in the **Name** text field.



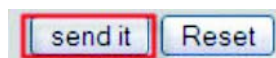
A screenshot of a web form. On the left, the text "Name:" is displayed. To the right is a text input field containing the name "John Doe" in red text.

6. Enter your e-mail address in the **E-mail address:** text box.

7. Nothing needs to be entered in the **Department** or **Comments** text fields.

8. Read the **Acceptable Use Terms**.

9. Click **send it** - a page stating **Added 1 record for [Your MAC Address]** appears.



A screenshot of two buttons. The button on the left is labeled "send it" and is highlighted with a red border. The button on the right is labeled "Reset".

10. Click the **Click here to logout** link.



A screenshot of a blue text link that says "Click here to logout".

Quit your browser. (Whenever you log out of a secured area, especially if you are on a shared computer, quit your browser to ensure no one can access your private information.)

You should be able to use the internet on campus within one hour of registration. If you have difficulties, call the 24/7 IT Support Center at (520) 626-TECH (8324) for assistance.

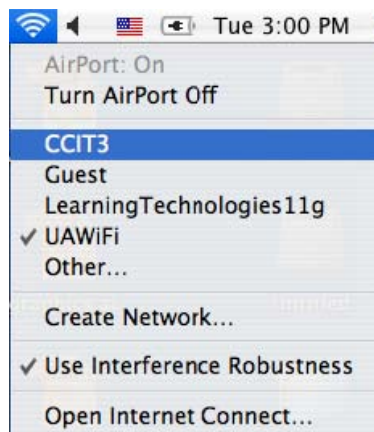
Configuring Your Computer for UAWiFi

UAWiFi is your best wireless choice on campus for both speed and security.

1. Go to the **AirPort** menu on the Menu Bar.

You will see UAWiFi as an available wireless connection. **If you do not see UAWiFi then the wireless connection is not available from your location.**

Select **UAWiFi** from the drop-down menu.



2. Enter your UA NetID and password in the popup log-in window.



3. A window warning about the security certificate will pop up. Click **Continue**. **Continue** needs to be clicked within 60 seconds, or the connection attempt will time out and fail.



You are now on the UAWiFi wireless network!

Enabling Firewall and Automatic Updates

Besides running an up-to-date anti-virus application, the 24/7 recommends two additional steps to secure your computer: enabling the Firewall and Automatic Updates. The following steps will show you how to make sure that these features are enabled, and if they're not, how to turn them on.

1. Open the system preferences window by clicking on the Apple and then **System Preferences**.



2. Under **System Preferences > System** > click **Software Update**.



3. In the **Software Update** window, make sure that **Check for updates** and **Download important updates in the background** are checked.



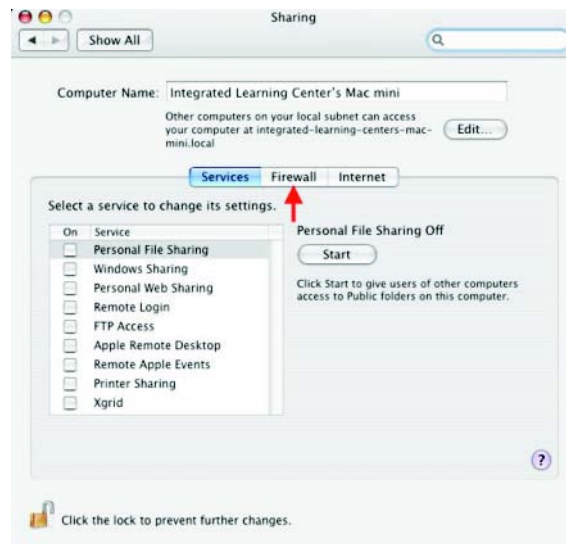
4. Return to the **System Preferences** window by clicking on the back arrow.



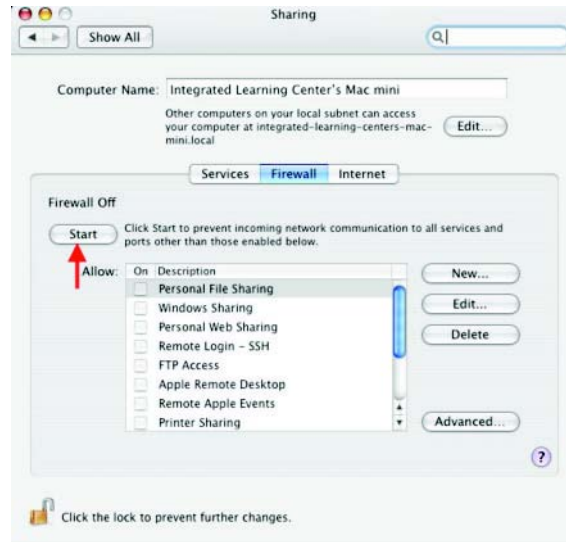
5. At the **System Preferences** window under **Internet & Network** click on **Sharing**.



6. Click on **Firewall** in the **Sharing** window.



7. On the **Firewall** screen, click **Start** if it is there. If start is not there, your firewall is already turned on; go to step 8.



8. Close the **Sharing** window. You have now secured your Mac.

Installing and Configuring Sophos Anti-Virus

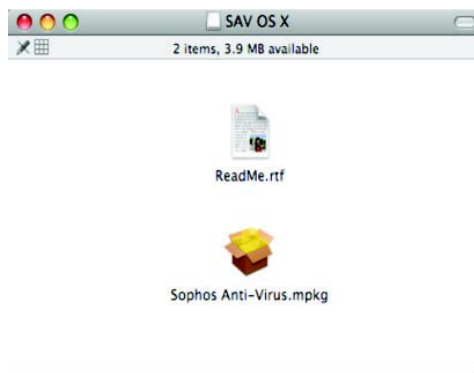
Every computer should have up-to-date anti-virus software installed and running. The University provides Sophos Anti-Virus to students, staff, and faculty free of charge for just this purpose.

NOTE: You must be an admin on your computer to install Sophos. The installer will ask you for a password to continue.

1. **Remove any existing anti-virus software from your computer. You must complete this step before installing Sophos.** Having more than one anti-virus application installed at the same time can cause your computer to become unstable, slow, and can even leave you less protected. If you're not sure if you have anti-virus software, or don't know how to remove it, see the Removing an Anti-Virus Program (Installing & Configuring Sophos Anti-Virus, Part B) handout.

2. Download Sophos from <https://sitelicense.arizona.edu/sophos/> and then disconnect your computer from the internet by unplugging your Ethernet cable from the wall or turning off your AirPort.

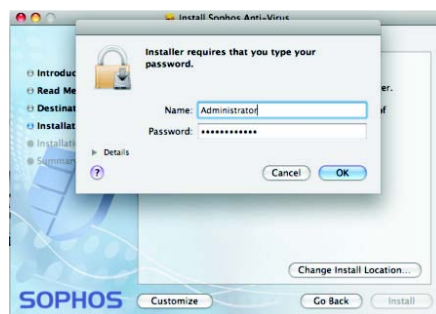
3. When you download Sophos, a folder will open. Open **Sophos Anti-Virus.mpkg** in that folder to start the installation.



4. Click **Continue** until you get to installation.



5. At this point it will ask for your password. If you are an admin, enter your password and click **OK**. If you are not an admin enter the user name and password for an admin.



6. Wait for Sophos to install, and click **Close** when install finishes.



7. Click on the blue Sophos shield in your menu bar and click on **Open Preferences**.



8. Select the **AutoUpdate** tab and then click on the lock in the lower left corner. Enter the administrator name and password.



9. Select **Company web server** and enter <http://sophosru.arizona.edu/esosx> into the **URL** field.



10. Reconnect your internet by plugging in your Ethernet cord or turning on your AirPort again.

11. Close the configuration window and go to the blue Sophos shield icon in the menu bar again. This time, click **Update Now**. Wait for Sophos to update.



12. Remove the install volume by dragging it to the trash icon in the dock.



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