

# BIRKBECK WIRELESS AND MOBILE NETWORK

IT Services operates an expanding wireless network serving teaching areas of the College, and many teaching rooms have live network ports to which members of the College may connect.

In order to secure the Birkbeck network, access to the wireless and mobile network is restricted by a Network Access Control system. Before allowing a device on the network, the system scans the device to ensure that it meets Birkbeck's policy requirements (in particular to ensure that the system is adequately patched and has anti-virus software installed).



## **What can you expect when using the service?**

Although the service is available to “turn up and go”, there are differences from those you may have encountered in public wireless hot-spots. When you connect to Birkbeck’s wireless network for the first time (the network name or SSID is Birkbeck-WAM) and start a web browser such as Internet Explorer, we ask you to register for the service and accept our terms and conditions. You will need your ITS username and password in order to connect.

During the registration we also scan your system (this is not intrusive and will not affect your system). Unless you stop using the service for an extended period, you will not have to re-register.

Once registration is complete, you restart your browser and are moved to the authentication network where you may then login to the service. After restarting your browser again, you are connected

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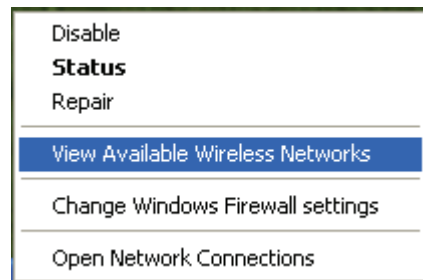
to the production wireless network.

One thing to note is that you will have to repeat the scan periodically, and every three weeks or so you are placed in a remediation network until the scan has successfully run again.

All the instructions are available on the web pages as you connect to the service.

## Connecting to the service with XP

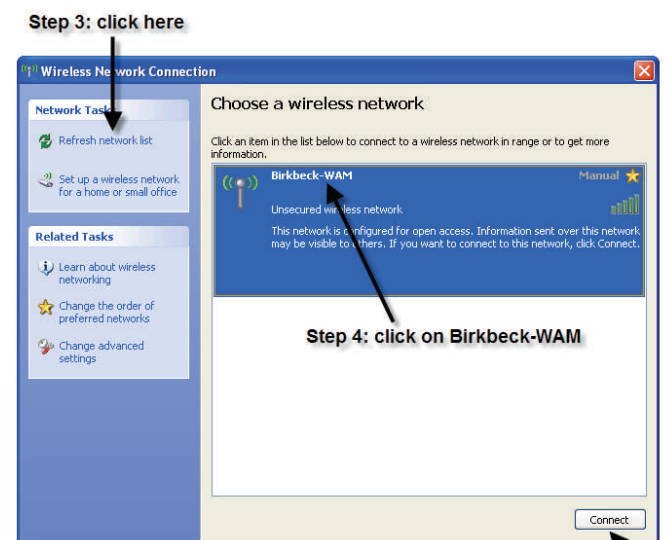
1. Right click on the wireless icon  normally found in the bottom right hand corner of a standard Windows PC.



2. Click (left button this time) on “View Available Wireless Networks”.

3. If necessary, click on “Refresh Network List.”

4. Select Birkbeck-WAM and (5.) click the “Connect” button.

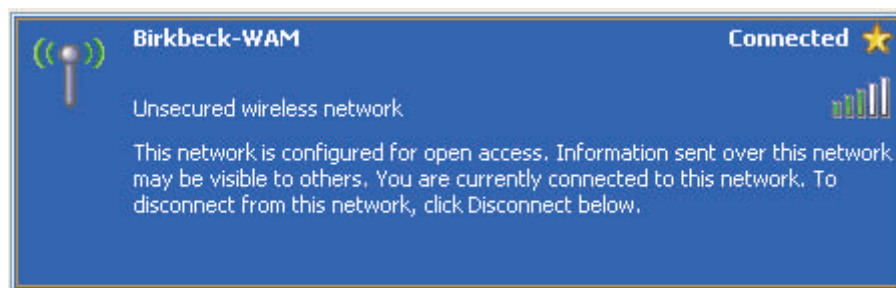


Step 5: if not already connected to Birkbeck-WAM, then click on: Connect

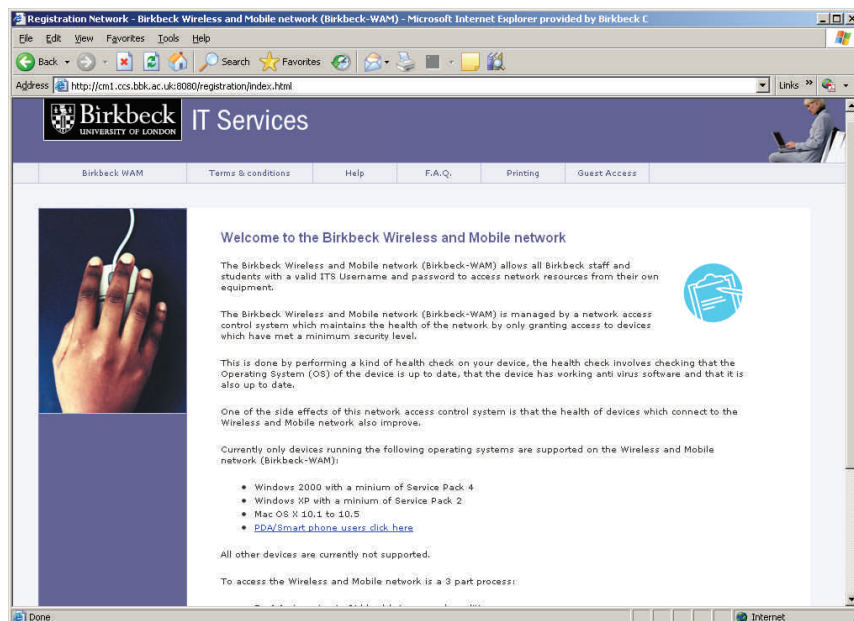
If you receive the warning message illustrated, click “Connect Anyway”. This is generated by the Windows operating system. You should ignore it as the Birkbeck Wireless and Mobile network is secured in ways which the Windows operating system is unable to see or detect.



6. Once connected to Birkbeck-WAM, you can start your web browser.



The first time you connect to the wireless service and start a web browser, you should see the registration pages illustrated, and you can follow the on screen instructions, which include troubleshooting tips. If you encounter problems, please call in at the ITS Help Desk.



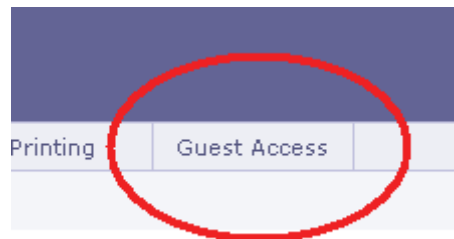
## Troubleshooting tips

(If you don't feel confident trying these, please come to the ITS Help Desk with your device).

- Keep your operating system, and wireless network adaptor drivers, up to date. Ensure that you have anti-virus software installed.
- Clear the web cache if you appear to be seeing the same web page time and again.
- If you want to check that you are on the production network, check that the IP address that you have been allocated starts with 193.61.8.
- Some laptops require the network adaptor to be disabled then enabled between authentication and production networks.
- PDAs require manual registration, please see the ITS web site for details.

## Guest access

Visitors to the College on events sponsored by Birkbeck departments, or arranged through Birkbeck's Room Bookings section, may be allocated a temporary account for access to the wireless network. If you have such an account, the instructions above apply, but it is essential to click on the "guest access" link on both registration and authentication stages.



## Contact Us

Birkbeck's Wireless and Mobile service is provided by IT Services (ITS).

ITS Helpdesk is located in the Malet Street Main Building, room 151.

Open from Monday to Friday, 10am – 8pm in term-time, 10am – 6pm vacations.

You may contact us by:

Phone: 020 7631 6543

Email: [its-helpdesk@bbk.ac.uk](mailto:its-helpdesk@bbk.ac.uk)

Web: [www.bbk.ac.uk/its](http://www.bbk.ac.uk/its)