Connecting to the Internet

This document includes general info about connecting to the on-campus wireless and wired internet. is intended for those people who do not have an IT group in their department. **If you do have an IT group, please speak with them first regarding any questions or issues you have about connecting to wired or wireless internet.** Otherwise, if you have any questions on material covered in this document or are unable to access the on-campus wired or wireless internet after trying the solutions outlined in the *Can't Connect* section, feel free to contact the ITC Help Desk at 575-835-5700 or help@nmt.edu.

Table of Contents

Wireless internet

Wireless internet access is provided to all current students--those who have registered for classes during the current semester--and staff. Even if you are living in the dorms, you will not be able to access the wireless internet unless you are registered for classes. **Do not set up wireless networks through a printer; this will likely cause connectivity issues.** Printing through Wi-Fi is not currently supported.

For specific information about how to connect to the Wireless internet with Windows 7, Windows 8, Windows 10, or MacOS, please see the appropriate docs.

What is my internet login information

Login to the wireless with your Banweb credentials: 900# and corresponding password. Whenever your Banweb login information is updated, your Wi-Fi login will be updated as well within half-an-hour or so. Before you can connect, you may see a notification or error such as this one:
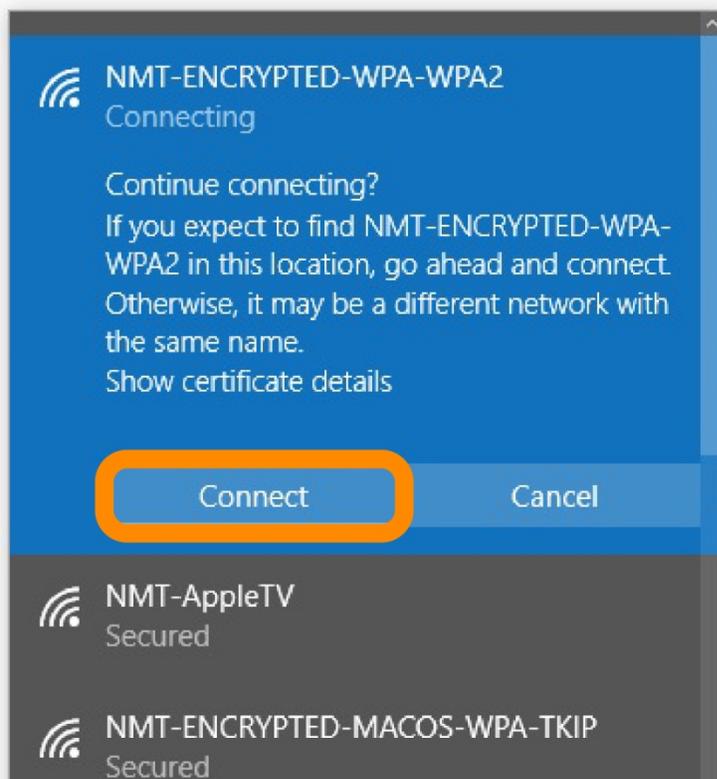
If the network name is NMT-ENCRYPTED-WPA-WPA2, NMT-ENCRYPTED-MACOS-TKIP, or NMT-ENCRYPTED, you can ignore it and click *Connect*.

If you are using Android, your *Identity* is your 900# and the *EAP method* is PEAP. If you are using Windows 7 or 8, you may be prompted multiple times to enter in your username/password. Continue trying to enter them and eventually you should be able to connect.

If you have forgotten your Banweb login information, contact the Registrar's office (Toll-Free: 1-800-428-TECH ext #6) to reset your Banweb password. **The Help Desk cannot reset it.**

Encrypted or unencrypted?

The main differences between the wireless networks are the encryption level and how often you need to re-authenticate (login).

The unencrypted wireless can be better when you need to login to the internet at one location for a short time and don't plan on moving around campus. The unencrypted wireless can also be useful when you are having issues connecting to the encrypted wireless. The encrypted wireless is better if you are planning to roam around campus for a while or use the wireless for more than a day or two.

That said, ITC recommends the use of encrypted wireless internet for an additional layer of internet security whenever possible. However, even while using the encrypted network you should be careful about submitting any personal information online.

NMT-ENCRYPTED-WPA-WPA2, NMT-ENCRYPTED-MACOS-TKIP, and NMT-ENCRYPTED are general purpose, encrypted networks.

NMT-UNENCRYPTED-WEBLOGIN and NMT-WEBLOGIN are general purpose, unencrypted networks which require regular re-authentication.

NMT-Guest

Occasionally, ITC will turn on an NMT-Guest network. This is usually for a week or two at the start and end of school year when many parents and other visitors are on campus. Currently, however, **this network is not permanent**, so don't expect it to be available all year long.

Smart TVs and gaming consoles

To date, the encryption technology used by NMT-ENCRYPED-WPA-WPA2, NMT-MACOS-WPA-TKIP, and NMT-ENCRYPTED is not supported by most smart TVs and gaming consoles. It is unlikely you will be able to connect these devices to the encrypted wireless. ITC cannot help connect these devices to the wireless internet.

Wired internet

To connect to the hard-wired internet, you will need a network cable and computer with an Ethernet port; 10ft long or shorter is recommended because of the way the wired network is currently configured. This hard-wired connection is almost always a faster and more reliable way to access the internet (speeds up to 100Mbit/sec). Additionally, there is a dedicated connection for each device so you don't have to share available bandwidth with other users (which is the case when using Wi-Fi).

Wired internet in the dorms

If you are living in the dorms for a while but are not registered for classes for the current semester, you should have access to the wired (but not wireless) internet.

What is my internet login information

The login information for the wired internet in the dorms is the same as the wireless internet: your Banweb username (900#) and password. Whenever your Banweb login information is updated, your Wi-Fi login will be updated as well within half-an-hour or so. For more information and who to contact if you forgot your Banweb login information, please see the *What is my internet login information* subsection of the *Wireless internet* section.

Wired internet outside the dorms (labs and offices)

You should be able to access the wired internet from your office or lab without providing any login credentials.

Can't Connect?

I can't connect to wireless or dorm wired internet

If you have been able to connect to the wireless or dorm wired internet before, the first thing to try is deauthenticate from that network (remove or forget it) and authenticate or log in again. More instructions on how to do this with your specific operating system can be found in the Windows 7, Windows 8, Windows 10, and MacOS docs.

If deauthenticating does not work for you or if you haven't **ever** been able to connect to the dorm wired or wireless internet, try resetting your Banweb password (go to https://banweb7.nmt.edu, *Enter Secure Area*, login, *Personal Information*, *Change Pin*) and wait half-an-hour or so.

In the event that you don't remember your Banweb password and need it to be reset, contact the Registrar's office (Toll-Free: 1-800-428-TECH ext #6). If they reset it for you (and you are forced to change it the next time you log in) or they make you reset it there in the office, this password reset doesn't count for the Wi-Fi password reset.

You will need to log in to Banweb one more time using the method described above and reset your password again, yourself. **Once again, having the Registrar reset your Banweb password or being forced to reset it yourself will not fix your issues connecting to the Wi-Fi. You need to reset the Wi-Fi password yourself one more time.** Because you will need to reset your password twice, use the password you want to keep when you reset it for the second time. Wait half-an-hour or so and try to connect to the Wi-Fi again.

If you are trying to connect to the wireless internet with a Windows 10 computer and the above solution doesn't work for you, please see the appropriate doc on manually adding a wireless network to Windows 10 or visit the Help Desk in Gold Building. If you are trying to connect with a Smart TV/gaming console, it is unlikely you will be able to connect that device to the encrypted wireless and ITC cannot help resolve connectivity issues with these devices.

ITC will not add any new physical network ports in the dorms.

I can't connect to wired internet in my lab/office

You should be able to access the wired internet from your office or lab without providing any login credentials. If you want to activate the wired internet in your office or experience issues connecting to it, you can submit a work order to ITC's Networking staff. Please include your IP address in the work order. If you are unsure about your IP address or don't know how to obtain it, please see the *What is my IP address* section of this document.

What is my IP address

Almost all networking problems can be more quickly and easily diagnosed if we know your IP address. Included in this section are instructions to learn your IP address, based on your computer's operating system.

Windows

Open up the command interface (press the Windows key on your keyboard, type *cmd* into the Windows search bar, and hit enter).

Then type *ipconfig* and hit enter. Your IPv4 and IPv6 addresses (a series of numbers or letters with dots between them) will display, as well as some other information about your network connection.

If the issue is with your wired internet (Ethernet), please include the *IPv4 Address* from the section labeled *Ethernet adapter*. If the issue is with your Wi-Fi (wireless internet), please include the *IPv4 Address* from the section labeled *Wireless adapter*.

Mac

Open up a terminal (Applications -> Utilities -> Terminal).

Then type *ifconfig* and hit enter. Your IPv4 (*inet)* and IPv6 (*inet6*) IP addresses will display--a series of numbers or letters with dots between them--as well as some other information about your network connection.

If the issue is with your wired internet (Ethernet), please include the *inet* address from the section labeled either *en#* or *eth#* (where # is some number, usually 0)*.* If the issue is with your wireless internet (Wi-Fi), please include the *inet* address from the section labeled wlan# or ath# (where # is some number, usually 0).

Linux

Open up a terminal, type *ip addr,* and hit enter. Your IPv4 (*inet)* and IPv6 (*inet6*) IP addresses will display--a series of numbers or letters with dots between them--as well as some other information about your network connection.

If the issue is with your wired internet (Ethernet), please include the *inet* address from the section labeled either *en#* or *eth#* (where # is some number, usually 0)*.* If the issue is with your wireless internet (Wi-Fi), please include the *inet* address from the section labeled wlan# or ath# (where # is some number, usually 0).

Chromebook

Go to web address chrome://system (Chromebook's system information section). Expand the section labeled *ifconfig*. Your IPv4 (*inet)* and IPv6 (*inet6*) IP addresses will display--a series of numbers or letters with dots between them--as well as some other information about your network connection.

If the issue is with your wired internet (Ethernet), please include the *inet* address from the section labeled either *en#* or *eth#* (where # is some number, usually 0)*.* If the issue is with your wireless internet (Wi-Fi), please include the *inet* address from the section labeled wlan# or ath# (where # is some number, usually 0).

Access to wireless for guests and significant others

Guests

If your department wishes to sponsor guests and purchase wireless accounts for them, please contact the ITC Help Desk at 575-835-5700 or help@nmt.edu and put in a work order. Currently the only departments that are set up to deliver guest access are the New Mexico Tech Library, ITC, Fidel, and Macey.

Significant others

If you are a registered student or staff member of New Mexico Tech but your significant other is not, they can get wireless access for a fee. If you want to use this service, please contact the ITC Help Desk at 575-835-5700 or help@nmt.edu and put in a work order.