

Residence Internet and Technology Guidelines

MacEwan Residence is a wireless facility. The wi-fi network is set-up and serviced by Shaw. If you are a Shaw subscriber, you can use the Shaw Go SSID, otherwise you can use the University Residence SSID. The speed of the internet will be different depending on the number of users which will vary throughout the day and evening. There are staff available to trouble-shoot your internet issues. If you have any problems with the Internet, please refer to the section on Work Order Requests of the handbook.

Wireless Printers: The use of wireless printers is strictly prohibited in residence. Please use a USB/Printer cable to connect any printers to your computer. While living in residence, students and guests are advised to disable any broadcasting done by their printer.

Technical Support

We frequently receive reports of people experiencing problems with their wireless connection, or simply being unable to connect to the MacEwan Residence Internet. Below are several items that you should check before reporting a problem.

No Connection

If you are experiencing no connectivity at all, there may be some problems with the installation or configuration of your notebook wireless card or desktop wireless adapter. Some laptops have buttons on the side to enable/disable the wireless or you can hold the **FN** (function) **key** on your keyboard and hit **F5**. Get updated drivers from your manufacturer.

Reception Quality

If you are experiencing an intermittent or slow connection it may be the result of interference from other electronic devices. Some factors that affect the quality of your connection include:

- Distance from your location to the access point.
- Number and type of walls and obstructions between you and the access point.
- Electronic devices in the area (such as cordless phones).
- Number of users connected to the access point at the same time.
- Rogue Access Points.
- Small antennas on PDA/Smart Phones and other smaller mobile devices.

Wireless signals operate in the 2.4GHz radio band, so 2.4GHz phones, microwaves or other devices emitting signals at that frequency may disrupt communication. If you are having difficulty getting a signal, try moving to a different location. Shut off any high frequency electronic devices that you are not using. We request that you do not attempt to install a new access point, because rogue access points on the network will interfere with the rest of the wireless network. We recommend that users get wireless devices that operate in the 5GHz range to minimize the interference from other devices. Most devices today are considered dual band and support 2.4GHz and 5GHz

Drivers

Are you using the latest drivers for your wireless card?

Please check your wireless card or computer manufacturer's website to see if there is updated software for your wireless card. This can include both the software driver, plus the actual firmware installed on the card. Some default drivers are known to have problems that have been fixed in later versions. New drivers often resolve stability or connection issues.

Some of the popular companies out there:

- [D-Link](#)
- [Intel](#)
- [SMC](#)
- [Linksys](#)
- [Lenovo](#)
- [Dell](#)
- [HP/Compaq](#)
- [Toshiba](#)
- [Sony](#)
- [Acer](#)
- [Asus](#)

There are many other companies and manufacturers that produce wireless cards, laptops, and computers and this is not meant to be a comprehensive list. Please visit your wireless card or computer manufacturer's website for updated drivers.

Still doesn't work?

If your wireless card still doesn't work, you should contact the place where you bought the card, describe the problem you are having and any error messages, and include details of what you have tried and failed to get working.

If you are still having trouble with the connection, Technical Support is available to residents experiencing problems connecting to MacEwan Residence Internet. If you have questions or would like to report a problem, please contact the Front Desk at (780) 633-8000 or residence@macewan.ca

For any trouble calls please make sure to:

- Provide your name
- Room number
- A phone number where you can be reached
- Describe in detail the problem you are having

BASIS OF ACCESS

MacEwan University Residence Services (the “Residence”) grants residents and guests the right to gain access to the internet through the Residence network (the “Network”) on the terms and conditions contained herein. Your use of this Network is subject to these terms and conditions, to which you agree. The Network is provided to support the educational experience of the resident/guest by facilitating the sharing of knowledge and information.

The use of the Network must also be in compliance with the Residence Community Standards contained in the Student Guide. The Residence reserves the right to restrict access to inappropriate web sites, inappropriate web resources or inappropriate network traffic.

Limitations: The Network is suitable for regular academic activities (email, internet browsing). It is not suitable for activities requiring guaranteed high bandwidth.

Failure to comply with these Terms of Use may result in sanctions in accordance with the Residence Agreement, up to and including termination, or discipline under the applicable MacEwan University policies.

SCOPE

- The Network is comprised of the wireless and wired network provided by the Residence.
- All network devices that are IP network-enabled which connect to the Network, including but not limited to desktop computers, laptop computers, gaming consoles, Personal Digital Assistant devices (PDAs) and smartphones are subject to these Terms of Use.

ILLEGAL ACTIVITY

By using the Network to access the internet, you are subject to federal, provincial, and municipal legislation related to internet use, including the provisions of the Criminal Code. You must not use this Network for any illegal purposes. You agree that you will use the Network in compliance with all applicable federal, provincial, municipal, and international laws, rules and regulations. Prohibited activities include, but are not limited to:

- a. posting or disseminating unlawful material (child pornography or obscene material),
- b. disseminating material which violates copyright or intellectual property rights. The Residence is not responsible for such infringements by you,
- c. pyramid or other illegal soliciting schemes,
- d. fraudulent activities; including but not limited to: impersonating any person or entity, or forging anyone's digital or manual signature,
- e. accessing illegally or without authorization computers, accounts, or networks belonging to another party, or attempting to penetrate security measures of another individual's system (often known as "hacking"); also, any activity that might be used as a precursor to an attempted system penetration (i.e. port scan, stealth scan, or other information gathering activities),
- f. unauthorized use of user names, passwords, computer addresses/identities or modification of assigned network settings to gain access to computer resources and/or data, or otherwise attempting to evade, disable or "crack" security provisions of computer system(s),
- g. inspecting, altering, deleting, publishing or otherwise tampering with files or file structures that the individual is not authorized to access, or
- h. distributing information regarding the creation of and sending Internet viruses, worms, and Trojan horses. Also, activities that disrupt the use of or interfere with the ability of others to effectively use the Network or any connected network, system, service, or equipment.

COMMERCIAL USE

Usage of the Network for commercial purposes is strictly prohibited. Examples of breach include:

- a. use of the Network to conduct a personal business enterprise,
- b. use of the Network for profit or
- c. use of the Network for advertising.

You may not resell, share or otherwise distribute the service provided through the Network to any third party. For example, you cannot provide internet access to others through a dial up or wireless connection, host shell accounts over the internet, provide email or news service or send news feed.

INTERFERENCE

Your usage of the Network must not interfere with others ability to use the Network. Additionally, your usage of the Network must not interfere with the functionality of the remainder of the Residence network infrastructure. Interference includes, but is not limited to, the following:

- a. Any activity or process that causes other individuals to be deprived of services or resources that they would normally expect to have available. This includes but is not limited to the creation of “spam” (excessive email distribution) and the introduction of viruses or electronic chain letters into the Network environment.
- b. Connecting or installing servers onto the Network, including but not limited to:
 - i. FTP Servers,
 - ii. World Wide Web servers,
 - iii. Streaming media servers,
 - iv. Mail or news servers,
 - v. DNS servers, or
 - vi. DHCP servers.
- c. Connecting wireless routers and/or access points to the Network,
- d. Using wireless printers. The use of wireless printers is strictly prohibited in the Residence. Use a USB/printer cable to connect any printers to your computer. While living in the Residence, students and guests are advised to disable any broadcasting done by their printer(s), or
- e. The creation of a Wireless Local Area Network (WLAN). As a user of the Network, you accept full responsibility for all activity that is associated with your network connection.

LIABILITY

It is recommended that you follow best practices in maintaining the security and stability of your devices to minimize the probability of misuse by unauthorized parties while you are connected to the Network. Such best practices include, but are not limited to:

- a. Turning your computer on only when you’re going to use it.
- b. Locking your suite/bedroom or locking your computer to avoid inappropriate use by guests.
- c. Supervising guests when using your computer and the Network.
- d. Not opening suspicious e-mail, especially if it includes an attachment.
- e. Installing all current security patches to your computer’s Operating System.
- f. Installing and using Antivirus software with **current** virus definitions.
- g. Being discerning about what software is being downloaded and installed on the computer. Many downloads are Spyware.
- h. Making use of a Spyware removal tool like Spybot Search and Destroy or AdAware.
- i. Making use of personal firewall software like Norton Personal Firewall or ZoneAlarm.

- j. Being cautious when sharing files with others.
- k. Turning off unnecessary network-connected programs or services.

BREACH

If you breach any provision of these Terms of Use, damage the Network, or attempt to subvert any security devices that the Residence has installed for this Network, then the Residence may take disciplinary action including, but not limited to:

- a. termination of your right to use the Network, for such length of time as the Residence considers appropriate,
- b. demanding reimbursement or payment for computer and network resources,
- c. imposing of Residence conduct sanctions and/or fees as described in the Student Guide Community Standards and Student Code of Conduct.

In addition, your breach, damage, modifications or security subversion may result in civil or criminal proceedings being commenced against you. The Residence reserves the right, but shall have no obligation, to investigate your use of the Network in order to determine whether a violation of these Terms of Use has occurred or to comply with any applicable law, regulation, legal process or governmental request.

REPORTING ABUSE

You are encouraged to report any abuse of this Terms of Use to the Front Desk, Residence Assistants and Residence Life Coordinator. All reports will be investigated and kept confidential. When reporting abuse, it would be helpful to include copies of any document or communication that is relevant as well as dates and times of the occurrence.

QUESTIONS

If you have any questions related to these Terms of Use or require technical support, please contact the Front Desk by phone at 780-633-8000 or 1-877-497-4017, or via e-mail at residence@macewan.ca.