

HPU Wireless Guide



For ***WINDOWS***



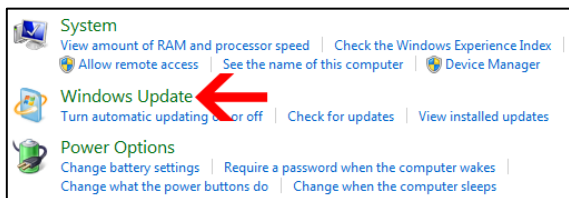
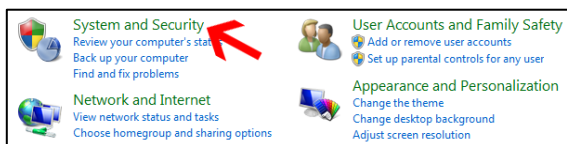
Recommendations

Before you connect to the HPU Wireless from your Windows laptop, it is recommended that you have the following:

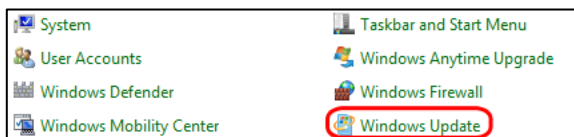
- Latest updates from Microsoft
- Anti-virus software with the latest update
- Have a **network account** already set-up (*page 2*)

To check if your Windows is up-to-date, go to **Start Menu -> Control Panel**. If you're viewing the control panel in **Category View**, go to **System and Security -> Windows Update**. If you're viewing the control panel in **All Control Panel Items View**, click on **Windows Update**.

Category View:



All Control Panel Items View:



After you have updated Windows, ensure your anti-virus software is updated as well. This process can vary from program to program.

How to Connect

1. Prior to connecting your laptop to the HPU Wireless, you will need to setup an HPU Wireless/Networking account. This will also allow you to access the computers on campus, mobile e-mail, and Wi-Fi.
2. Go to <http://campus.hpu.edu> ON ANOTHER COMPUTER, login with your Pipeline credentials, and go to the **TECH SUPPORT TAB**.

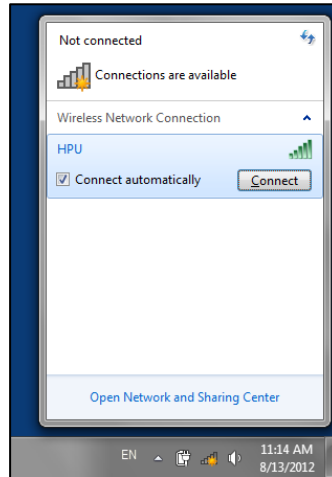


3. Scroll down until you see the **Network/Wireless Account Control Panel**, set a password for your Wireless Account, click the check box, then Submit.

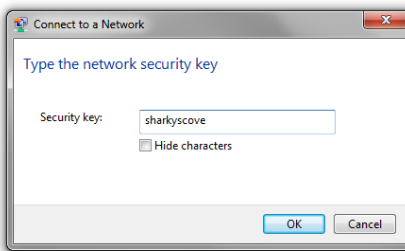
A screenshot of the "Network / Wireless Account Control Panel" window. The title bar says "Network / Wireless Account Control Panel". The main content area has a blue header with "Aloha, XYZ! Welcome to Your HPU Network Account Control Panel". Below this, it says "Your Current Account Status: Your account was activated on MM/DD/YYYY at HH:MM:SS. Your username is XYZ." There is a section titled "CHANGE YOUR CURRENT PASSWORD" with two input fields for "Enter New Password" and "Confirm New Password". A checkbox is checked, and a "submit" button is at the bottom. Four red arrows point to the input fields and the submit button. At the bottom left, there are links for "Network Account Setup guide for Mac" and "Network Account Setup guide for PC". At the bottom right, it says "Click the link on the left for instructions to setup wireless."

4. A window will then popup saying that your Wireless/Networking account has been activated. This gives confirmation that you are now able to log into the computers on campus, Wi-Fi, and mobile e-mail with your **Pipeline username** and **Wireless/Networking account password**.

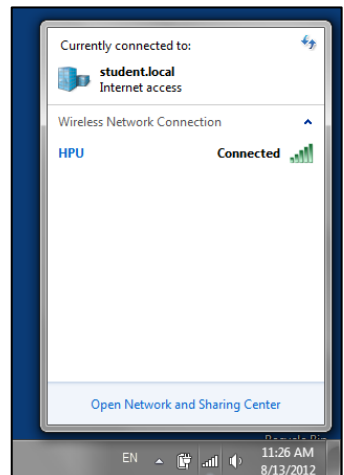
5. Once your account has been created, you can start connecting to the HPU Wi-Fi from your laptop. From the list of Wi-Fi networks that appear at the bottom-right corner of the screen, choose the **HPU** network and click on **Connect**.



6. It will then ask you for a **Network Key**. From here, you enter **sharkyscove**, and then click on **OK**.



7. It will then show that you are connecting to the HPU Wi-Fi network, and if you bring up the list of Wi-Fi networks available from the bottom-right corner of the screen, it will say that you are **connected**.



8. Open up your internet browser (IE, Firefox or Chrome) and navigate to any site, you should see an authentication page (as shown below) and you will login using your **Wireless/Networking account credentials**.



9. Once you have logged in, you should be able to browse the internet. Step 8 is a process that is done **once a day** while on-campus. You won't have to repeat steps 1 – 7.

Frequently Asked Questions

1. Where are the HPU Wireless locations?

- FS Building - 1166 Fort Street Mall: FS309 (student study area)
- MP Building - 1188 Fort Street Mall: Classroom MP318 and the area in front of MP242 faculty office
- UB Building - 1164 Bishop Street: UB208 (Student Lounge)
- FH Building - 1132 Bishop Street: Classroom 100 in the Frear Center
- LB Building - 1060 Bishop Street: Floors 2, 3, and 5 of Meader Library, and floor 6, the Tutoring Center
- BH Building - 1154 Fort Street Mall, Sea Warrior Center, first floor.

The access points at the Academic Center building on the Hawai'i Loa Campus are located on the front lanai of the first floor, the back lanai of the second and third floors, and on all internal floors.

2. How long does the wireless set-up take?

It depends on your computer, but in general the set-up is several minutes. up to possibly 10 minutes.

3. Do I have to set it up every semester?

No. Once you have set-up your computer to connect to the HPU Wi-Fi that will be the only time you need to completely set it up.

4. What is the network key to the HPU Wi-Fi?

The network key is **sharkyscope**. When you open up your internet browser, you will then be asked to login with your Wireless/Networking account credentials.

5. What is a Wireless/Networking account?

This account gains you access to the computers on campus, Wi-Fi, and mobile e-mail. Essentially, it is the same as your Pipeline account, but it is set-up separately, meaning the passwords are different. When you first set-up your Wireless/Networking account, you can make it the same as your Pipeline password. See steps 2-4 in the **How to Connect** section to learn how to set one up.

6. How do I know if I have a Wireless/Networking account already set-up or not?

You can go to the **TECH SUPPORT TAB** on Pipeline, and in the **Network/Wireless Account Control Panel**, it will tell you when your account was activated. If it doesn't show or say it was activated, then you haven't set up one account yet.

Welcome to Your HPU Network Account Control Panel
This panel allows you to change your network account and
Gmail @my.hpu.edu password.

Gmail FAQ

Your Current Account Status:	Your account was activated on MM/DD/YYYY at HH:MM:SS
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Need assistance?

If you need any further help, or have trouble connecting to the Wi-Fi, contact the Helpdesk at **(808) 566-2411** or send an e-mail to **helpdesk@hpu.edu**. You may also visit the computer labs at the downtown and Hawai'i Loa campuses, and the staff there will be able to assist you.

Regular Computer Lab Hours

Mon thru Fri: 7:00 AM — 8:30 PM

Weekends: 8:00 AM — 5:00 PM

ETC Computer Lab Hours

Mon thru Fri: 7:00 AM — 8:30 PM

Saturday: 8:00 AM — 5:00 PM

Sunday: 12:00 PM—5:00 PM

University Holidays: CLOSED

Helpdesk Hours

Mon thru Fri: 7:00 AM — 9:00 PM

Weekends: 7:30 AM — 5:30 PM

University Holidays: CLOSED — Limited Support