Guest Wireless at Calvin College

Calvin College offers free guest wireless access. Wireless access is available for most of the campus, including common spaces such as cafes, study areas, living rooms in the apartments, and atriums. Guest wireless registration is good for 7 days. If you are on campus for an extended period, you will need to periodically re-register.

Accessing Guest Wireless on your Computer

1. Click on your wireless icon (Mac: 📱; PC: 📱) and in your list of available wireless networks, look for "Guest" and connect to it.
2. If an Internet browser does not automatically open, open a new browser window (IE, Chrome, FireFox, Safari, etc).
3. The browser should redirect you to a Guest Registration page
4. On this page you need to confirm that you have read the Acceptable Use Policy, fill in the required contact information, and choose between three methods of registration:
   - Text message
   - Email
   - Calvin sponsor
5. Follow the instructions on the page depending on which registration method you have chosen.

Accessing Guest Wireless on your Mobile Device

1. In your devices Settings, browse to the Wireless/Wi-Fi settings.
2. In the list of available networks, connect to “Guest”.
3. Once connected, open an Internet browser.
4. It should load a Guest Registration page (pictured above in step 3).
5. On this page you need to confirm that you have read the Acceptable Use Policy, fill in some required contact information, and choose between three methods of registration:
   a. Text message
   b. Email
   c. Calvin sponsor
6. Follow the instructions on the page depending on which registration method you have chosen.
Wireless Availability

For a complete list of where guest wireless is currently available on Calvin’s campus, please refer to this page:

http://www.calvin.edu/it/core/network/wireless/guest_setup.html

Troubleshooting Tips

1. **Is your wireless card turned on?** Many laptops have a physical wireless switch on either side or the front. These switches can be easily bumped into the "off" position. Other laptops have a wireless "hot button" on or above the keyboard, or allow wireless to be switched on/off by holding down the Fn key (usually in the bottom left area of the keyboard) and pressing the corresponding function key along the top.

2. **Are you in an area that has wireless coverage?** We cannot guarantee connection outside of the areas listed at the URL below (see Wireless Availability). Occasionally, an unreliable connection will be possible outside of these areas due to what is known as wireless bleed but these connections are not guaranteed.

3. **Is your wireless adapter set to automatically obtain an IP address via DHCP?** Your wireless adapter must be set to automatically obtain an IP address and DNS address in order to use Calvin’s network. If you have manually entered an IP address and/or DNS address you will need to change this setting.

4. **Are you connecting to “Guest” and not one of the other Calvin networks?** Verify that your computer or device is currently connected to the "Guest" network and no other Calvin networks. Disconnect from/forget any other network such as “eduroam” or “wireless_setup_instructions”. Other Calvin networks require additional setup and login credentials only available to current students, faculty, and staff.

5. **Have you tried another browser?** If you are connected to Guest, but the registration web page is not loading or you cannot browse the Internet, try a different web browser or clear your browser’s cache and cookies.

6. **Have you verified that you have completed the registration?** If you are connected to Guest but aren't able to use applications that require a wireless connection, open your web browser first and verify that you have registered for Guest access (you are not being redirected to the page pictured previously and are able to browse the Internet) before attempting to use any other applications that require Internet access.

Additional Support

If you have gone through the troubleshooting steps above and need additional support connecting to the guest network at Calvin, please contact your event host/sponsor. The event host or sponsor will contact IT support on your behalf and arrange for more technical support or training, or may accompany you to the IT department.