

# Internet Access Checklist

This checklist will help you configure your computer for Internet access at Residence Hall One. Please print this list out before starting. All campus residents should attempt to complete the steps below before seeking help from a resident assistant or the Office of Campus Computing.

## Step 1: Get Your USF ID Card

All USF students, faculty and staff are required to have a USF ID card, known as the USFCard, in order to verify your identity and access numerous USF resources. If you already have a USFCard, disregard this step and continue to the following step. USF St. Petersburg students may get a USFCard by following these steps:

- a. Visit the Cashier's Office in the first floor of Bayboro Hall, room 132.
- b. Pay the \$10 fee and keep your receipt.
- c. Visit the Instructional Media Department in the second floor of the Poynter Library, room 207.
- d. Fill out the USFCard application located on one of the tables.
- e. Present your completed application, cashier's receipt and a form of legal identification, such as your driver's license, to the Media Department staff.

Help for the purchasing of a USFCard is available in person at the Cashier's Office, by phone at (727) 873-4126, or on the Web at <http://www.nelson.usf.edu/im/studentids.html>.

## Step 2: Activate Your USF NetID

The primary purpose of your NetID is to provide a form of identification for USF network or Internet services such as student email, computer labs, the myUSF portal and overall campus Internet access. The following steps will help you activate your USF NetID. If you have already activated your NetID and student email, continue to the next step. If you prefer, you may perform these steps at the computer lab, Bayboro Hall room 226, with the help of a computer lab assistant.

- a. Have your USF ID card handy.
- b. Visit the University Network Access Web site at <https://netid.usf.edu/una/> to activate your NetID. You should have open access to this Web site without the completion of the steps listed in this checklist.
- c. Follow the on-screen prompts for identification and activation.

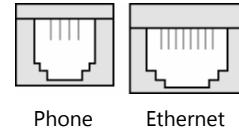
If you need assistance with activating your NetID, you may come to the computer lab at the second floor of Bayboro Hall, room 226, and request help from a lab assistant or call the Academic Computing Help Desk of USF Tampa at 1 (866) 974-1222.

### □ **Step 3: Prepare Your Computer**

Before starting the network registration process, you must first connect your computer to the Internet access port in your bedroom. Here are some simple steps to assist you.

**a.** Locate the Internet access, ethernet port in your bedroom. Connect your PC, monitor, keyboard and mouse according to the manufacturer's instructions near the location of your bedroom's ethernet port. The wall plate will have two ports -- the bottom port is for Internet access.

**b.** Locate the ethernet port on the back of your computer. A "Cat 5", "Cat 5e" or "Cat 6" cable is required to connect the ethernet port on the back of your computer to the ethernet port in your bedroom. If you don't already have this cable, which looks like an oversized telephone wire, please purchase one at a local electronics store.



**c.** Turn on your computer. Start your Web browser, such as Internet Explorer, Firefox or Safari.

**d.** Your Web browser should automatically start at the Clean Access download page, instead of your usual Home page. If not, try typing in the address to a Web site, such as *www.myflorida.com*, in your address bar and press Enter or Return on your keyboard.

**e.** Provide your NetID and password to continue to the next step. If your PC is running Mac OS, Linux or another operating system, you may disregard the installation of Clean Access, but you will have to provide your NetID and password for Internet access through the campus network.

### □ **Step 4: Download and Install Clean Access Agent**

Validation through Cisco's Clean Access Agent is required for all resident student computers connected to the USFSP campus network. Clean Access Agent is a service that enforces system hardening. In other words, it makes sure that your computer has the latest operating system updates and antivirus software. Currently, only computers running the Windows operating system are required to use the Clean Access Agent service.

**a.** After providing your NetID and password, click the "Download Clean Access Agent" button to begin downloading the setup file.

**b.** Your Web browser will ask you if you want to run, open or save the file. We recommend that you save the file to your "Desktop" location.

**c.** Exit your Web browser. Open the "CCAAgent\_Setup.exe" file located on your Desktop, or the location where you saved the file.

**d.** Follow the prompts of the InstallShield Wizard for Clean Access Agent.

**e.** After the installation process finishes, Clean Access Agent will ask you for a user name and password. Use your NetID for the user name and your NetID password.

**f.** Click the "Login" button to begin using the Internet. If your computer meets all the system hardening requirements, it will be granted full access to the Internet. Therefore, you may disregard the remainder of this document.



## Troubleshooting

If your computer fails to meet the security requirements, Clean Access Agent will grant it temporary access to the Internet. This temporary access can only be used for downloading Windows updates, antivirus software or virus definitions.

In most cases, only antivirus definition updates are needed. Clean Access Agent will automatically start your antivirus software's update service. The second most common cause for temporary access is Windows updates. The third is out-of-date, or poor, virus protection software. Here are some quick solutions to these common issues.

### Antivirus Software

USF provides a free, licensed version of Symantec Endpoint Protection for all students, faculty and staff. It's available as a download for Windows computers on the USF Security Web site <<https://security.usf.edu/>>. Your NetID and password will be required to start the download.

All other antivirus products must be removed before installing Endpoint Protection. This includes antivirus products that were pre-installed when you purchased your computer. You can remove these applications by clicking the "Start" menu button, opening your "Control Panel" and then opening "Add/Remove Programs". Here are some examples of other antivirus products:

- McAfee VirusScan
- Norton Antivirus
- AVG Anti-Virus
- Windows Live OneCare

Access to the USF network through the Clean Access Agent is compatible with other antivirus software. If you prefer to keep your current antivirus software and want to make sure it will work with Clean Access, here is a list of other acceptable antivirus software for reference:

[http://www.net.usf.edu/cca/cca\\_av.php](http://www.net.usf.edu/cca/cca_av.php).

### Windows Updates

To install the latest Windows updates and fixes, open your Internet Explorer Web browser -- the icon for Internet Explorer is usually located on the Desktop or in the Start Menu. Click the "Tools" menu and select "Windows Update". Follow the on-screen prompts to update your computer.

### Additional Help

These troubleshooting steps should help your computer pass all of the system hardening requirements successfully. However, there are miscellaneous software issues that conflict with the Clean Access Agent software. Campus Computing is available to assist you with these conflicts.

If you need additional help, you may submit a service call through our Web site at <<http://www.stpete.usf.edu/computing>>, or call us at (727) 873-HELP(4357) if you don't have temporary Internet access.