

# CONNECT TO CLARK UNIVERSITY WI-FI

## WINDOWS 10

There are 3 steps to connecting your Windows 10 device to the Clark University Wi-Fi for the first time.

- 1. Update Your Operating System**

*Should be completed before coming to campus*

- 2. Install & Update Your Antivirus**

*Should be completed before coming to campus*

- 3. Connect & Register Your Device**

*Will be completed when you arrive on campus*

Should you need help or more information contact the Help Desk via email at [helpdesk@clarku.edu](mailto:helpdesk@clarku.edu) or call 508-793-7745.

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## STEP 1: UPDATE YOUR OPERATING SYSTEM

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THIS STEP SHOULD BE COMPLETED BEFORE COMING TO CAMPUS

Windows users are required to have Windows 10, and have all Windows updates applied. This step will help you check that you meet these requirements.

### DETERMINE WHAT OPERATING SYSTEM YOU'RE USING

1. Open the Start menu by clicking the Windows icon in the bottom left of your screen
2. Open Settings by clicking the cog icon in the Start menu
3. Click the Systems icon
4. In the left navigation pane, scroll down and click About
5. Scroll down to the Windows Specifications section
6. Check the Edition
7. If it is using a version older than Windows 10, you will need to upgrade before proceeding

### UPDATE YOUR OPERATING SYSTEM

1. Open the Start menu by clicking the Windows icon in the bottom left of your screen
2. Open Settings by clicking the cog icon in the Start menu
3. Click the Update & Security icon
4. Click the Check for updates button
5. Apply all required updates
6. Restart your computer
7. Repeat these instructions until the Check for updates button states that You're up to date

## STEP 2: INSTALL YOUR ANTIVIRUS

THIS STEP SHOULD BE COMPLETED BEFORE COMING TO CAMPUS

All Windows devices are required to have an up-to-date Antivirus. This step will help you install and update Sophos, a free anti-virus provided by Clark University.



If you have a paid-for antivirus software on your computer you must fully update it. Alternatively, you can delete it and use Sophos.

If you have another free antivirus on your computer, we recommend deleting it and using Sophos.

### DOWNLOAD & INSTALL SOPHOS


1. Open a browser (such as Edge, Chrome or Firefox)
2. Navigate to <https://www.clarku.edu/offices/its/a-z-service-catalog/antivirus/>
3. Follow the detailed instructions on this page which includes the following steps.
  - a. Receive a unique registration link
  - b. Create a Sophos Home Account
  - c. Download and Install Sophos
    - [Click here for step-by-step instructions for Windows installation](#)

## STEP 3: CONNECT & REGISTER YOUR DEVICE

THIS STEP SHOULD WILL COMPLETED WHEN YOU ARRIVE ON CAMPUS

This is the final step in connecting to the Clark Wi-Fi and must take place when you're on campus. You must have fully completed Steps 1 & 2 in order to connect to the Wi-Fi.

### CONNECT TO THE EDUROAM NETWORK

1. Click the Wi-Fi icon in the taskbar
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2. Click on **eduroam**
  3. Click Connect
  4. Enter your Clark account (full email address and password)
  5. Click Ok
  6. Click Connect

### COMPLETE SYSTEM CHECK

1. When connected, you will receive a pop-up window with a link to Continue to Device Registration
  - a. If you don't receive this window, open a browser and navigate to <https://clarknet.clarku.edu>
2. Click on Continue to Device Registration
3. Log in with your Clark account
4. Click Step 1. Download Clear Pass OnGuard Agent
  - a. If you receive a prompt, read the instructions and click OK
5. Once the downloaded is complete, click on Step 2. Launch Clear Pass
  - a. If prompted, allow your browser to open the application

6. When the system check is complete, the webpage will reload and identify if the device has met the requirements of an up-to-date operating system, and an up-to-date antivirus
  - a. If the device failed a requirement, you should revisit Step 1 or Step 2
7. Enter a nickname for your device that is descriptive
  - a. We recommend the device make and model, and year of registration
8. Check the box to state that you have read and agree to the **Appropriate Use policy**
9. Click Register
10. Click Ok

#### RESET YOUR WIFI CONNECTION

1. Click the Wi-Fi icon in the taskbar
2. Click on **eduroam**
3. Click Disconnect
4. Click Connect
5. Test your Wi-Fi by navigating to a preferred non-Clark website.