

## Information Technology - FAQ: Laptops & Wireless Access

### How do I connect to MCC's Wireless Access Points (WAPs)?

Wireless access is available to active MCC students, employees, and even to guests. Student and guest access will not require a password.

Effective January 12, 2007, MCC's Wireless Access Points will require membership in an access group to access the **secure** network. To access the Wireless Access Points securely:

- You can request access through MCC Connect who will open a Help desk Ticket on your behalf. MCC Connect can be reached on-campus at ext. 1142, or toll-free from outside the college at 855.757.5300.
- You may email your request to the IT Help Desk at [helpdesk@mohave.edu](mailto:helpdesk@mohave.edu) with the subject line of "**Wireless Secure Access**" and the request will be routed to the appropriate staff to fulfill your request

The Information technology technician will verify your status (student, employee, or guest) and will also need to know your laptop's hardware address (they can walk you through the steps to locate this). Depending on your status and campus location, they will provide you with a password to the appropriate WAPs.

### When is it better to use a cabled connection instead of wireless access?

Employees of the college should always use a cabled connection to the network whenever possible; wireless access should be used only when a cabled connection is not available. Wireless access connection speeds are often slower than those you would expect using a cabled connection, simply because of the way the technology works (wireless access is basically a single cabled connection which is then shared by multiple people at a time via the Wireless Access Point). Wireless access at MCC is intended for such uses as checking email while you're away from your office or light Internet surfing. It is not recommended for regular work applications such as file transfers, viewing graphics-intensive Web pages, etc.

### Is the wireless network connection secure?

You should not consider any wireless connection to the Internet to be secure, as this type of connection is much more prone to hacking than a wired connection would be. We recommend that you refrain from any sensitive data transfers when you are connected to a Wireless Access Point (example: online banking.).

### I am traveling with a college laptop and want to use my hotel's Internet connection. Is this OK?

Yes, you can use your college laptop's wireless connection at your hotel, if wireless is available. Most hotels will have connection instructions on display in the room. Please contact the hotel's support staff directly if you have trouble (they should provide a technical support phone number). It is impossible for MCC to troubleshoot problems connecting at hotels, because we have no administrative rights nor configuration information about the multitude of systems that are out there.

### At work, I use my network cable sometimes and wireless connection sometimes. Is this OK?

Yes, there is no problem using both methods to connect your work laptop to the MCC network. It is recommended that you disable your Wireless card when it is not in use, however. Your laptop may have trouble knowing which method to send/receive email, for example, if you have both a network cable and a wireless connection going at once. This can cause your Outlook to freeze (e.g. Not Responding). To disable/enable your Wireless card, open My Network Places (on your desktop or in the Start menu). Click View Network Connections at the left. Right-click the Wireless Network Connection icon at the right. If you see "Enable" at the top of the pop-up menu, then your wireless connection is already disabled; click Enable if you want to turn it back on. If you see "Disable" at the top of the pop-up menu instead, then your wireless connection is currently enabled; click Disable if you want to turn it off.