

Network Upgrade: Get Connected

There has been a change to how you access the Boston College network when you are on-campus.



Follow these steps to connect when you are on-campus:

BC Staff, Faculty, and Students

1. Wireless: Connect to the “**eduroam**” wireless network.
*Wired: Plug your Ethernet cord into your computer.
***The wired network will be upgraded building-by-building in June.**
To learn when your building will be impacted, see the other side of this page.
2. **Windows:** Click on the pop-up that says "**Additional information is needed to connect to this network**"
3. Login when prompted: BCusername@bc.edu (include @bc.edu)
BC Password (used for Agora Portal)
4. Select “I Agree” or “Continue” on any certificate messages.

NOTE: If you have trouble with these steps, try restarting your computer or device.

Windows Computers - Trouble Connecting?

You may need to install configuration software.

1. Connect to the “**BostonCollege**” wireless network.
2. Go to **helix.bc.edu** and select “**Download Windows Configuration Software**” and then install the software.
3. Follow the instructions above.

Mac Computers - Trouble Staying Connected?

You may need to make eduroam your preferred wireless network.

1. Click the Wi-Fi icon in the menu bar and then click **Open Network Preferences**.
2. Select **Wi-Fi** in the left pane and then click **Advanced**.
3. Under the **Wi-Fi tab**, drag “eduroam” from the list of preferred wireless networks so it is above “BostonCollege.”

Guests (non-BC users)

1. Connect to the “**BostonCollege**” wireless network.
2. Go to **helix.bc.edu** and complete the “Guest Registration” form.
3. You’ll receive an email and/or text with your login credentials.

Wired Upgrade Schedule

The wired network will be upgraded building-by-building in June 2015. Schedule subject to change. Check bc.edu/getconnected for the latest.

Date	Location
Completed	3 Lake Street, 129 Lake Street, Cadigan Center, St. Clement's, Fitzpatrick, Gonzaga, Roncalli, Welch, Williams
TBD	Residence Halls
June 3	Bapst Library, Lyons Hall, St Mary's Hall
June 4	Newton Campus (wired and wireless upgrade)
June 9	Carney, Higgins, McElroy, Stokes
June 10	Alumni Stadium, Beacon St. Parking Garage, Conte Forum, Merkert, Yawkey
June 11	Devlin, Fulton, Gasson, O'Neill Library
June 23	College Rd. Buildings, Hammond Triangle & Beacon St. Buildings, Service Building
June 24	Campion Hall, McGuinn Hall, 90 More Hall, Corcoran Commons, Plex, Robsham
June 25	Comm. Ave. Parking Garage, Cushing Hall, Maloney Hall
June 30	9 Lake Street, STM Library, and Properties in Dover, Dorchester, Weston

NOTE: VoIP desk phones (typically black or gray with a blue message indicator) need to be restarted by disconnecting and reconnecting the Ethernet cable.

Need Help?

Visit bc.edu/getconnected or
call the Help Center at 617-552-HELP (4357)