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.

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**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.

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**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.”

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**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](http://bc.edu/getconnected) for the latest.

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

**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](http://bc.edu/getconnected) or call the Help Center at 617-552-HELP (4357)

BC | Information Technology Services