



## What is Safe Connect?

Network access from the Residence Halls and other areas of campus is protected by SafeConnect. This screens connecting computers for virus control and potentially harmful software and authenticates those who should be on our network as a part of the campus community. **Safe Connect will not allow access to the off-campus internet from computers that do not pass the tests.** Those computers are warned of non-compliance and given an opportunity to fix the problem for a few days. If the problem is not corrected, the computer is barred from access (**quarantined**).

## What's My Campus Services ID and Password?

Go to **MyAccounts** (<https://info.mansfield.edu/myaccount/>) and answer the questions to receive the login information for all of your Mansfield Services Accounts.

## Have you been Quarantined or warned of Non-Compliance??

If your computer has failed the SafeConnect test, you will receive a warning message asking for compliance. You are then given a grace period during which time you must resolve the non-compliance issue. You will be allowed access to the internet during this grace period. However, failure to resolve these issues within the grace period will result in your computer being quarantined. You will then **only** be allowed access to the internal network (ex: Library, email, My.Mansfield, WebAdvisor) until you correct the problem (*see below*).

### 1. No Anti-Virus software?

Install **McAfee** from the **Free Software Downloads** section under **My.Mansfield** (<http://my.mansfield.edu/>)

### 2. For Peer 2 Peer software removal...

To uninstall any P2P programs such as **Limewire, Kazaa, eDonkey, Ares** and **Morpheus**,

**Windows XP:** Go to **Start Menu** → **Control Panel** → **Add or Remove programs** → select the program → **Click Remove**

**Windows VISTA:** Go to **Start Menu** → **Control Panel** → **Programs and features** → select the program → **Click Remove**

**Mac OSX:** Go to **Macintosh HD** → **Applications** → drag the program to your trash can.

## Still can't get connected?

Contact a technician. **Fill out the TechConnect form** (<http://ct.mansfield.edu/students/techconnect/request-form/>) **and bring it with your computer to 115 Pinecrest.** If the technician is out, you may leave the form and your computer at the package pickup window. The problem will take time to correct. At the busiest time of the year, your computer will not be available for a few days. You can choose to use a commercial repair service if you do not want to wait.