WIRELESS NETWORK ACCESS FOR UNIVERSITY VISITORS AND GUESTS

Welcome to Syracuse University! As our guest, you're able to utilize our high-speed campus-wide wireless network. Whether you're here just for the day or for a longer period, by yourself or with a group, there's a way for you to connect. For a list of wireless locations and hotspots on the SU campus visit http://its.syr.edu/wireless/.

General Guidelines

- Wireless access is available for guests with computers, tablets, and smartphones. You may connect more than one device at a time.
- The AirOrangeGuest wireless network provides unsecured access and is available to any campus guest on a temporary basis. This network is not secured by any encryption–proceed at your own risk! Use of a virtual private network (VPN) is recommended if that's an option for you.
- Guest access can be self-sponsored, or sponsored by a SU student, faculty or staff member.
- Self-sponsored accounts provide access for one week. Guests sponsored by an SU student, faculty or staff member are provided access for two weeks.
- If you need wireless network access for longer than two weeks, your campus host or contact (through their IT support group) may be able to arrange a special network account for you.
- If you're organizing or managing a conference or large meeting that will be held on the SU campus, please email SU's Networking group at ndd@listserv.syr.edu as much in advance of your event as possible. They will ascertain your needs and, if appropriate, set up a special AirOrangeGuest group account for your short-duration event.

For Visitors and Guests: How to set up self-sponsored access (for one week)

1. You need a text-capable mobile phone to complete the process.
2. Connect to the AirOrangeGuest wireless network and wait for the Network Guest Service Portal to open on your device. If it doesn't open on its own, open your browser to http://airorangeguest.syr.edu.
3. Follow the instructions.

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For students, faculty or staff: How to set up sponsored access for your guest (for two weeks)

You will need your SU NetID and password to sponsor a guest.

1. You or your guest will need a text-capable mobile phone to complete the process. To create a guest account, you'll enter a ten-digit mobile phone number. which will become your guest's login ID. You will also enter and confirm the account password. The password will be texted to the login ID. You can also, once the account is created, share with your guest the login ID and password you specify.
2. To create a guest account, open your browser to http://guestadmin.syr.edu.
3. Follow the instructions.

For visitors and guests who need access for longer than two weeks.

If you are a researcher, contractor, vendor, or another type of University visitor who is associated with the campus longer than two weeks, and are not a University student or employee, it may be possible for you to be granted longer-term access. If eligible, you can be issued credentials which will allow you to log into the network. You may have other reasons beyond network access that would justify such a request, such as a need for an official University email address, or access to other University online resources. Talk to your campus host or contact. Their IT support group may be able to arrange an individual network account for you.

Syracuse University is a full-fledged peer in the eduroam network.

Eduroam (education roaming) is a secure, worldwide wireless network access service developed for the international research and education community. Eduroam provides students, faculty, and staff from participating institutions simple, instant, and secure access to the internet when visiting each other's locations. If you are visiting from another peer eduroam institution, you can connect using eduroam. Visit https://answers.syr.edu/x/7gG8AQ for complete information.

Note to SU students, faculty and staff:

If you have an SU NetID, you cannot use AirOrangeGuest as your personal network connection. Instead, use AirOrangeX, the high-performing, encrypted wireless network designed for convenient campus access by SU students, faculty and staff. Connect your device to the AirOrangeHelp network, open your browser to http://airorangehelp.syr.edu, and follow the instructions.

Also, when you visit other eduroam member institutions you can use your SU email address (i.e., netid@syr.edu) to connect to the internet.

Printers and other networked devices

Bring a USB cable to connect WiFi wireless printers, which interfere with the AirOrangeX wireless network and don't work on campus. However, Bluetooth wireless printers will work fine. Please disable the wireless function on printers you use on campus. In the residence halls, guests can connect most gaming systems, network-enabled TVs, streaming devices, and other devices to the Gadgets&Games wireless network. These devices will not work on AirOrangeGuest. Guests are not able to use these types of devices elsewhere on campus without advance coordination of a campus sponsor, and then only on the campus wired network.

IMPORTANT:

Personal use of wireless access points (including routers and Airports) and Mi-Fi/personal hotspots is not permitted on campus. Such devices do not work or coexist with the campus wireless network and will disrupt it, interrupting service to users. Anyone using such devices will have their network privileges revoked.

If you have questions or need assistance:

- Call the Information Technology Services (ITS) help desk at 315.443.2677 (during University business hours).
- Visit the ITS Service Center in 1-227 Center for Science & Technology, through the double glass doors off the Milton Atrium. For hours of operation visit http://its.syr.edu/supportsvc/.
- Email *help@syr.edu*. Please include your phone number so we can call you back.