



Writtle
University
College

IT Skills Training

Connecting to WIFI

Contents	
Introduction	1
Guest/Temporary Access	1
Connecting Android Devices	1
Connecting Windows Devices	2
Connecting Apple Devices	2
Connecting Laptops	3
Support Desk	3
Electronic Support Desk – INSERT (Information Services Request Tracker) system	3



Introduction

On your arrival at Writtle University College (WUC) a student ID card will be issued. Please keep this with you at all times. It will give you access to the Library, and some teaching rooms. You will also be given a logon and a password which will give you access to computer systems including WIFI, Office 365, Library and photocopying/scanning.

The Username is your Student Number beginning with **98nnnnnn** and the password is Wuc followed by your date of birth ddmmyyyy e.g. **Wuc04051998**. You may connect multiple devices to the networks (phone, tablet, laptop etc.) but the devices must be for your own use. Internet traffic is monitored and some sites may be blocked. If a site is blocked and you believe it should be available, please use the space on the block notice page to request a site to be released. All traffic from your device(s) to the internet will be attributed to you, so do not share your connection details.

Guest/Temporary Access

Go to www.writtle.ac.uk/eva for latest information or qr code Figure 1.

- A code will display comprising of a number followed by writtle, **for example 11writtle**, this code changes **everyday**.
- Text the code to phone number +447860039833.
- You will immediately receive a return SMS containing your personal Wi-Fi username and password.
- Select the **eduroam** Wi-Fi network on your device and enter your username and password.
- The username and password will be valid for the current day only.

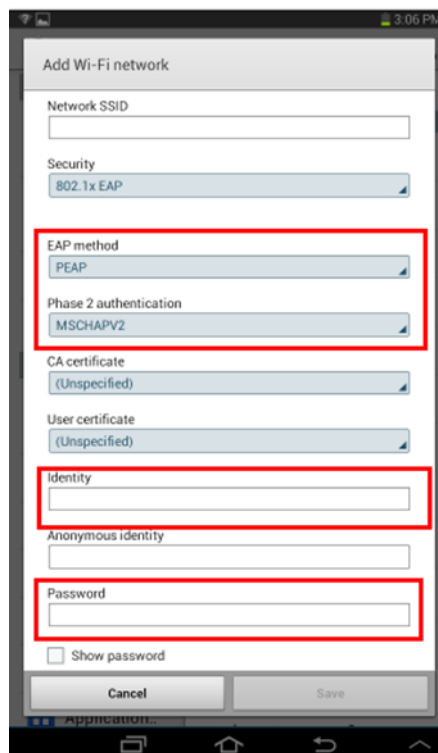


Figure 1: Temp WiFi password

Connecting Android Devices

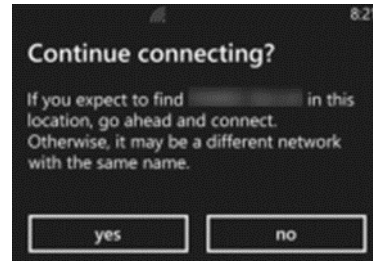
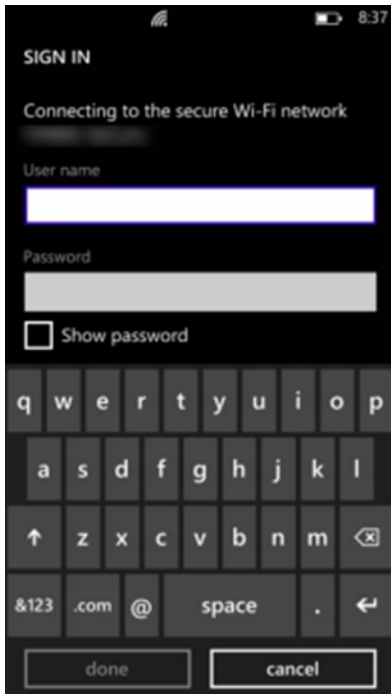
Select the **Writtle** network from the list of available networks. Ensure that:

- The **EAP method** is set to **PEAP**.
- **Phase 2 authentication** is set to **MSCHAPV2**
- In **Identity** enter the username e.g. student number starting with 98nnnnnn.
- Password – your usual password.
- Save the network settings.



Connecting Windows Devices

- Select the **Writtle** network from the list of available networks.
- When prompted, acknowledge your intent to connect to the network.
- The User name will be your student number starting with 98nnnnnn.
- Password – your usual password.



Connecting Apple Devices

- Select the **Writtle** network from the list of available networks
- The Username will be your student number starting with 98nnnnnn.
- Password – your usual password.
- When prompted, acknowledge your intent to connect to the network by accepting the certificate



Connecting Laptops

From the list of available networks choose Writtle. Connect using your normal login details e.g. 98000000 and normal password e.g. Wucddmmyyyy.

Support Desk

Should you require any assistance with your PC /software, either use the **Electronic Support Desk** (see below) or ring the Support desk on ext 23632 or direct line 01245 424211, or e-mail **supportdesk@writtle.ac.uk**. The support desk is open weekdays 9:00am to 5:00pm. If the problem cannot be rectified immediately it will be logged on to the Electronic Support Desk.

Electronic Support Desk – INSERT (Information Services Request Tracker) system

This facility is available at <http://esd.writtle.ac.uk> or via MyWi. By logging on you will be able to report problems to the Support Desk and keep track of their progress using INSERT. Users will get automatic email notification when a problem is entered, updated or closed.

Property related problems should be reported via the Property Request Tracker (PRT) system:
<http://esd.writtle.ac.uk/auth/prt>.