

Frequently Asked Questions for the Graduate School of Bankers
Residential Life Information Technology

Q. What are the supported device Operating Systems?

A. The LSU wireless network supports **Windows 7 and above, Mac OS X and above, Linux**, as well as most **mobile device operating systems**.

Q. Will I need anything special installed on my computer in order to connect to the LSU wireless network?

A. The LSU wireless network supports wireless adapters /cards that are Wi-Fi certified and support WPA/WPA2 enterprise. **We highly recommend that you get an adapter that supports the following wireless standards and bands: 802.11a/n (5GHz) and 802.11g/n (2.4GHz).**

Q. What speed is the LSU wireless network?

A. The LSU wireless network 802.11a/b/g connections in common areas will have a **maximum connection speed of up to 54Mbps (11Mbps on 802.11b).**

Q. Will I need a username and password to logon to the LSU wireless network?

A. Yes.

Username: banking@lsu.edu
Password: LSUbankers@2017

Q. Which LSU wireless network do I connect to?

A. You will connect to **eduroam** more details about eduroam are listed below

Q. Will I be able to VPN to my bank's network from LSU's network?

A. **No.** For security purposes, none of the connections in the residence halls/apartments can VPN to another network.

Q. Can I use a dial-up service instead of the high speed connections?

A. **No.** There are no telephones in the rooms.

Q. What is the policy statement for LSU's network?

A. A copy of "**Computer Users' Responsibilities**" is attached in this information packet.

Q. Is there a support number that I can call if I experience problems with my connection?

A. Yes, please contact the Residential Life IT Help Desk Monday through Friday 8am to 4:30 pm for support. For help call **(225) 578-0560** from your cell phone.

Enjoy your Stay at LSU

Configure Computer for connection to the LSU wireless network (eduroam)

We recommend that you first disable or uninstall any of the following if they are on your computer:

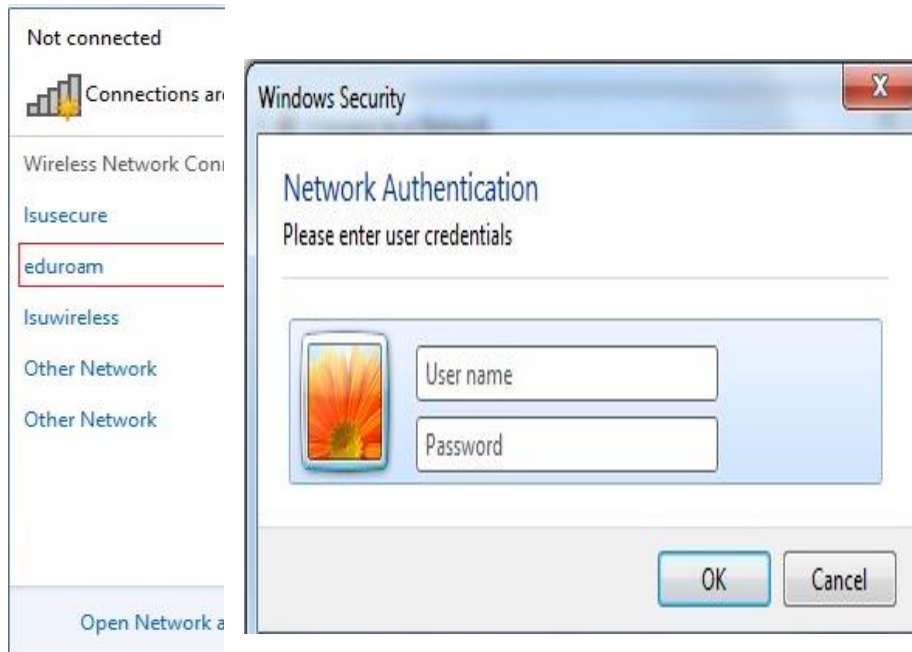
1. Internet Connection Sharing (ICS)
2. Firewalls (McAfee Firewall, Norton Personal Firewall, BlackICE Defender, Tiny Firewall, Norton Internet Security) *Microsoft Windows Firewall can be used
3. DSL and Cable modem software

The above programs may prevent you from connecting to the LSU wireless network. You can enable your firewall software after you have verified your successful connection to the LSU wireless network.

Connecting to the LSU wireless network (eduroam)

Connecting to eduroam with Windows operating systems

1. Click the **Start** button and in the **Search** field type: *ncpa.cpl* and press enter
2. Right-click on **Wireless Network Connection** and select **Connect/Disconnect**.



3. Click on **eduroam**, then click **Connect**.

4. Enter your assigned User name and password.

User name: **banking @lsu.edu**
Password: **LSUbankers@2017**

Connecting to campus wireless (eduroam) via Step-by-Step Instructions on all supported operating systems

*Windows Operating
Systems –*

[Windows 10](#)
[Windows 8.1](#)
[Windows 8 Metro](#)
[Windows 7](#)

*Mac OS X Operating
Systems -*

[Mac OS X Yosemite
\(10.10\)](#)
[Mac OS X Mavericks
\(10.9\)](#)
[Mac OS X Mountain Lion
\(10.8\)](#)
[Mac OS X Lion \(10.7\)](#)
[Mac OS X Snow Leopard
\(10.6\)](#)
[Mac OS X Leopard \(10.5\)](#)
[Mac OS X Tiger \(10.4\) &
Below](#)

Mobile Devices:

[Mobile Devices: LSU
Overview](#)

[Android](#)
[Windows Phone 7](#)
[Chromebook](#)
[iPhone & iPod Touch](#)
[iPad](#)
[Nook](#)
[Kindle Fire](#)
[RAZR](#)
[XOOM](#)

Linux

[Linux](#)

Note: It is highly recommended that you utilize the LSU wireless (eduroam) network during your stay on campus. If there are extenuating circumstances that require you use the wired network, you should contact the Residential Life IT helpdesk at 225-578-0560 for further assistance.