

Basic problem solving (Windows only*)

For Windows XP:

- In Device Manager, check that the Network Adaptor is not Disabled
- Under 'Network Connections' right-click on 'Local Area Connection'. Under 'Properties' scroll down to 'Internet Protocol—TCP/IP' and click on 'Properties'. Check that your Internet (TCP/IP)_settings are set to 'Automatically obtain an Address'

For Windows Vista and Windows 7:

"Local Area Connection" is found under the "Network Sharing Centre". Otherwise, follow the same instructions as with XP above.

Other things to check

- Firewall packages. If you have a firewall package such as Zone Alarm or Norton, try temporarily disabling it**
- In Internet Explorer, under Internet settings, click on the Connections tab and then LAN setting. Ensure that all boxes are un-ticked

Where is the problem

- Try connecting your computer in a neighbour's room or ask them to try connecting their equipment in yours... This will help indicate whether the problem is with the computer of the port
- Try another network cable

* All settings are changed at your own risk

** This is for diagnostic testing only and should immediately be re-enabled

Further help and support

Please contact the Service Desk on 020 8417 3355 or email Servicedesk@kingston.ac.uk

We will need the following information:

- Room and block number
- Your ID number
- Details of the problem and what diagnostic checking you have been able to do

Please note that the Service Desk can support your connection but not your private equipment.

Contact us

T: 020 8417 3355

E: Servicedesk@kingston.ac.uk



Service Desk

We are a first point of phone and email contact for students and staff who are experiencing difficulties with their computer systems, telecommunication systems or equipment in central teaching rooms.

Using Halls Network services



Kingston University London
Information Services

2010 -11

Connect to the University network

Each room in Halls is fitted with a free network connection. You can access the University network from your laptop or PC from your room.

What you have to do

Check your equipment has a working network card. Using the network cable provided in the room, simply connect your equipment to the port on the wall via the supplied cable. Please take care with the post on the wall as they are easily broken by pulling at leads or moving furniture.

Once plugged in

You should now be connected to the University network and will be prompted for your ID and password.

The main portal is **StudentSpace** (<http://go.kingston.ac.uk>) where you will find useful information about the University as well as links to University services such as **Studyspace**.

IMPORTANT. Registering your equipment

This only takes a few minutes and is essential. Unregistered equipment may be disabled by the University at any time.

Go to:

<http://www.kingston.ac.uk/support/halls.html>

This site also includes a list of restricted ports and a summary of terms and conditions.

Anti-virus software

You do need to have anti-virus protection such as the free AVG available here:

<http://free.avcg.com>

Take care

What not to connect

Please do not connect any of your own network equipment such as servers, switches, or hubs as this can cause serious problems for yourself and other students in Halls. The network port is configured for the connection of single items only and is intended for general academic use.

Downloading large files, images and film

It is illegal to download many films, music or images without special license or copyright permission. If you do download copyright items, the supplier will contact the University and your network connection will be immediately disabled.

Terms and conditions

By connecting your equipment you are agreeing to abide by the University's Acceptable Use Policy, for more details please visit:

<http://kingston.ac.uk/support>

