

Registering your computer on CALNET/VULCANet

This is a guide on how to get connected to CALNET or VULCANet with your computer or tablet that is running Windows, Mac OSX, or Linux.

Linux users: Please send your MAC address to techsupport@pennwest.edu and we will manually approve your device. Make sure you include your PennWest e-mail and what campus you are on.

Mac Users: Minimum of OSX 10.14 is required

Connect to CALNET or VULCANet

Launch your web browser and navigate to connect.calu.edu

This will redirect you to the sign in page (CampusMgr)

Sign in with your credentials

Install FortiNAC

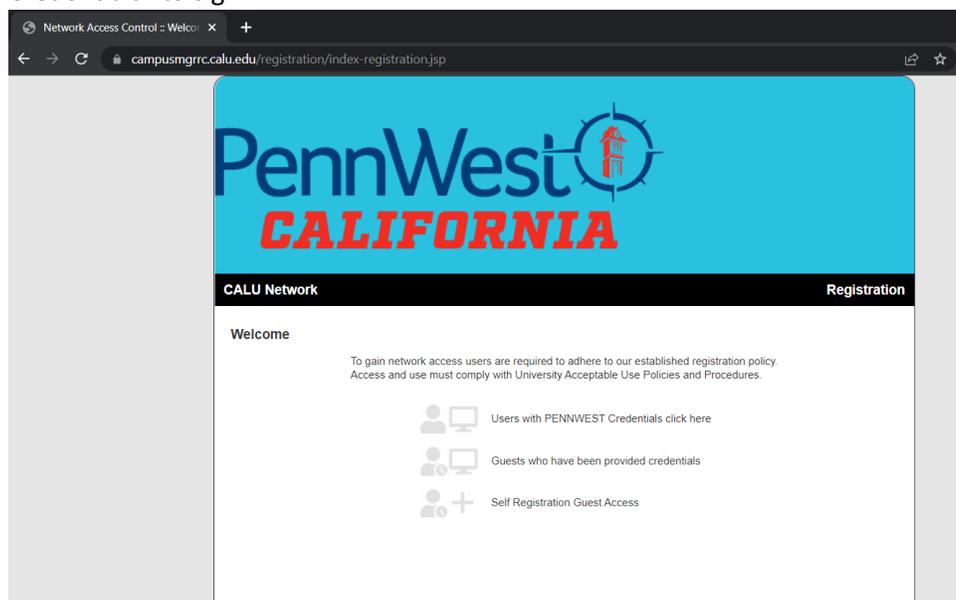
You are now on the Wi-Fi

Windows users, please follow the guide below. Please keep in mind you need to run Windows 8 or newer to connect to CALNET or VULCANet.

- 1) Make sure you are connected to CALNET or VULCANet



- 2) After you are connected to CALNET or VULCANet open a browser page and go to connect.calu.edu – your computer might prompt you to do this automatically.
- 3) You will be directed to the CampusMgr Page. Click on the “Users with PENNWEST Credentials” to sign in.



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- 4) Sign in on the following page using your username and e-mail password
 - a. If you can't sign in and get an invalid username/password or authentication error:
 - i. Go to <https://outlook.com/owa/pennwest.edu> on another device and check your login by manually typing in the full e-mail and password
 - ii. If you can't log in try resetting your password through <https://passwordreset.microsoftonline.com/>

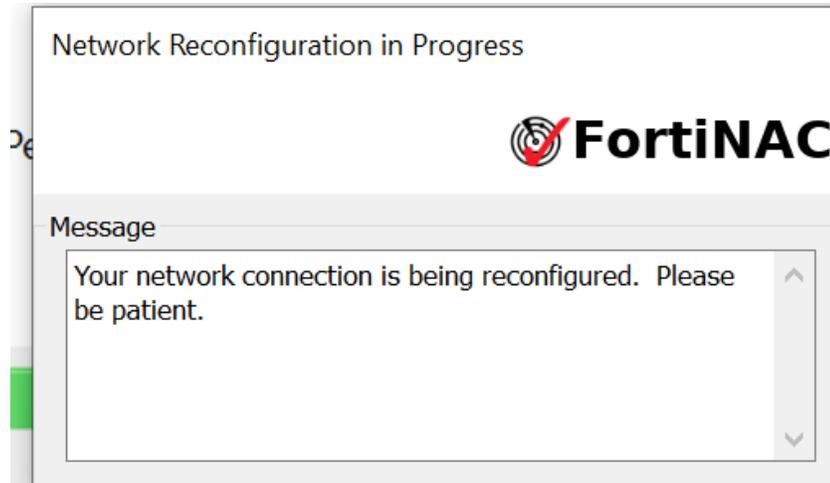
The screenshot shows a web page titled "Welcome" with instructions for registering a device. It includes a "User Registration" form with fields for "User Name" (containing "SMI1234") and "Password" (masked with dots). A blue "Download" button is positioned below the password field. At the bottom of the page, there is a footer with the text "If you have any questions please email us at techsupport@pennwest.edu".

- 5) After you sign in and click the download button, install the FortiNAC Persistent Agent and sign in again.

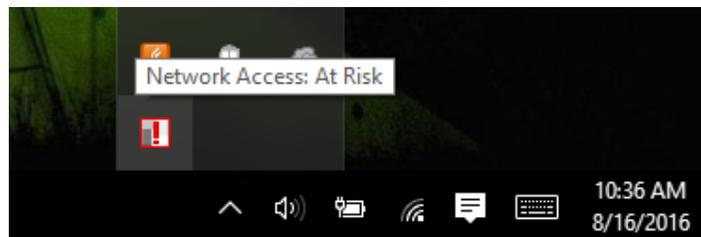
The screenshot shows a dialog box titled "Login - FortiNAC Persistent Agent". It features the FortiNAC logo and the text "Persistent Agent". Below this, it says "User Information" and "Enter Penn West Credentials for Persistent Agent authorization". There are two input fields: "User Name" and "Password". At the bottom, there is a "Help Desk techsupport@pennwest.edu" link and an "OK" button.

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- 6) At this point FortiNAC will scan your computer to check that your Windows is up to date and that your antivirus is up to date.
- 7) If you successfully remediate CALNET/VULCANet will allow you to get on the internet after configuring your internet. Please wait one minute and then you will be able to connect to the internet.



- 8) If you fail your status indicator will change. Double click on the icon and you'll be taken to the CampusMgr page.



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- 9) The CampusMgr page will tell you why you failed.
 - a. In example below, FortiNAC is uninstalled, and the Antivirus is out of date. Clicking on each link will tell you details.
 - b. If you click on Registration and you are given a long list of items that means you have no antivirus or one, we do not accept.



- c. If you have issues with Norton, McAfee, or another paid subscription your free trial may have run out or your paid subscription could have run out.
 - i. McAfee and Norton generally fail due to engine updates.
 - ii. In the bottom right-hand corner by the clock, you should see the McAfee shield icon. If it is not there look in the collapsed section under the caret (^). Right click on the McAfee icon and choose "check for updates."
 - iii. We recommend Windows Defender.
 - d. You can only have one antivirus installed. Please make sure you uninstall old antivirus programs that you are no longer using.
 - e. Sometimes you have to manually update antivirus by clicking your icon in the system tray and selecting update. See below.

