**Please return completed in full to** [**Patrick.edwards@schumachercollege.org.uk**](mailto:Patrick.edwards@schumachercollege.org.uk)

**General Advice for Connecting to the Guest Network**

1. If no signal is showing at all, your **wireless** may be off on your laptop. It should be a little button with an aerial on it or an internal setting.

2. If your wireless if on but your signal is low or not present, try **moving locations** to find a stronger signal. Note – During normal use, moving locations may require you to login again.

3. If you have signal but cannot get to the **login page**, - try entering this url into your browser, which should lead directly to the Dartington login page.. dartington.gis:5788/fs\_login.php

You could put that in your favourites or set it as a homepage.

4. If you have signal and cannot get to the login page, please try **clearing the cache** of your browser - this should be in your settings/options. Sometimes browsers don't actually go to the website again, they remember what happened last time and show you that.

5. If you are connected but experiencing drop outs or slow connections, make sure you are using **your own username and password**, case sensitive, and specific to your bedroom. If this is not in your bedroom please advise the House manager for another copy.

**SECURITY** Please be aware all internet use is monitored, this doesn't mean that anyone is looking at what you look at right now, but it means that there is a record of the sites you visit or any unusual activity. This is in accordance with Dartington's responsibilities for tracking internet use for security reasons.

Security issues also mean that you will be automatically logged out after a period of a few hours of nonuse to ensure others do not use your account.

The Dartington Guest network uses automatic logouts and specific passwords in order to provide security on a network that many different people are using, including Dartington staff handling confidential information. It is not a normal home network. Nevertheless, it should provide a reliable and usable internet connection for users. By reporting problems the IT department can seek to resolve them.

IT Issue Report Form – Schumacher College

DEVICE: PC, MAC Air, iphone, ipad, Windows or Android tablet, Mobile phone? Make and Model? OS?

EVENT: Logged out after a short time? Connection dropping regularly or slow? Cannot find the guest network? Are you trying to browse webpages, stream a movie, download material, or Skype when this happens?

FREQUENCY: Number of times per day/week/month & if it happens at a particular time of day

LOCATION: Is the issue location specific around the blocks, postern rooms or Higher Close? Or happens when you move location? Please be VERY specific with your location.

RESPONSE: Do you reset your Browser, WiFi connection, or device? Clear the cache? Is that successful?

Please help deal with any IT issues you are currently facing by giving whatever description you can. This can help to locate the source of the problem. This information will be shared with Dartington IT department.

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| --- | --- | --- | --- |
| **DEVICE & EVENT** | **FREQUENCY** | **LOCATION** | **RESPONSE** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Date:

Name & Username