Wired Network Registration

Use of Ohio University's networks is restricted to current students, faculty, staff, and sponsored guests.

How to Register Your Computer & Devices on the OHIO Wired Network

Automatic registration (web browser required):
You can automatically register any device that is capable of browsing the web.
1. Reboot or restart the device (turn off, then turn on).
2. Connect your device to the wired network.
3. Open a web browser and try to load a page (www.google.com or www.cnn.com are good ones to try).
   NOTE: If you are using a Mac, use Firefox or Chrome for this step, rather than Safari.
4. You should be presented with a network login page. Enter your OHIO ID and follow the prompts.
5. After completing the registration, reboot again to use the network.

If you are having problems registering, see Troubleshooting on reverse.

Manual registration
Use the Web Registration Tool (http://webapps.ohio.edu/netreg) to manually register any network device, whether or not that device has a web browser. You will need the device's MAC address (see “How to Find...” below), and access to a web browser that already has internet access.
1. Log into the Web Registration Tool with your OHIO ID and password. If you are unable to log in, make sure your browser is set to allow cookies.
2. Enter your device's MAC address and a description to help you remember that device (i.e., "my iPhone", "my Dell's Ethernet jack", etc.) into the appropriate boxes, then click Register and follow the instructions.
3. When you receive confirmation of your registration entry, refresh the browser page to confirm "Authorized" status.

How do I find my MAC address?

Windows Vista, Windows 7
1. Start > Control Panel
2. Select Network and Sharing Center
3. Click on Local Area Connection or Wireless Adapter
4. Select Details; see “physical address” or MAC address

Mac OS 10.7 and later
1. Applications > Utilities > System Information
2. Select Network from the Contents pane (on the left)
3. “Active Services” (upper right pane) shows MAC address

Mac OS 10.4, 10.5, 10.6
1. Apple icon > About This Mac > More Info
2. Select Network (on left hand side)
3. Under Active Services, choose Airport for wireless or Ethernet for wired
4. Scroll down to MAC Address

Gaming Consoles: While we do not officially support gaming systems on the Ohio University networks, most can be registered and can be used on the wired network. Search the web for assistance in locating the MAC address for your specific device. Once you have found your device’s MAC address, manually register it by going to www.ohio.edu/netreg.
Having Difficulties? Try these troubleshooting tips...

- **SYMPTOM**: You are unable to get to the Internet on your browser and it does not redirect you to the network registration page.
  
  **PROBABLE CAUSE**: The DNS settings for your network adapter may be statically set.
  
  **ACTION**: Ensure the DNS settings for the network adapter are set to “automatically receive from the DHCP server”.

- **SYMPTOM**: After entering your credentials on the Login page and clicking “Log In”, the login page reappears.
  
  **PROBABLE CAUSE**: Cookies are not enabled on the browser.
  
  **ACTION**: Enable cookies on the browser under browser settings (Note that this varies from browser to browser).

- **SYMPTOM**: When you enter your credentials on the Login page and hit Enter on the keyboard, you receive the message that says “Make sure that your cookies are enabled...”
  
  **PROBABLE CAUSE**: Cookies are either not enabled, or are not submitted properly to the browser.
  
  **ACTION**: Refresh or close the browser and try again; click on the “Log In” rather than using “Enter” on the keyboard.

- **SYMPTOM**: After you successfully registered your device, your browser keeps redirecting you to the network registration page that says that your device is successfully registered.
  
  **PROBABLE CAUSE**: The device has not been rebooted after registration.
  
  **ACTION**: Shut down the device completely and restart it.

- **SYMPTOM**: After registering your device, you can browse the internet but are unable to connect to shared drives or Exchange.
  
  **PROBABLE CAUSE**: The device has not been rebooted after registration.
  
  **ACTION**: Shut down the device completely and restart it.

- **SYMPTOM**: Your browser opens with many browser tabs, but does not display the Network Registration page.
  
  **PROBABLE CAUSE**: The network registration page is open but is not on the current tab.
  
  **ACTION**: Check each tab to locate the network registration page; or, close the browser and reopen with just one tab.

- **SYMPTOM**: Following the registration process, you see a web page that just has the title “Network Registration.”
  
  **PROBABLE CAUSE**: Your device is probably registered, but the confirmation screen is not displaying.
  
  **ACTION**: Refresh the browser and you should see the message “Your device is successfully registered...”

We can help! Use these shortcuts for Office of Information Technology assistance:

- **Network Registration** :: www.ohio.edu/netreg :: More details and FAQs
- **24/7 Info & Work Requests** :: www.ohio.edu/oit/help :: IT-related trouble reports, assistance requests
- **Blackboard Assistance** :: www.ohio.edu/blackboard :: Extensive help files for using Blackboard
- **Email Help** :: www.ohio.edu/email :: Help with Catmail and Exchange
- **Password Changes** :: www.ohio.edu/ohiopassword :: Help with password changes and account security
- **Software Sales & Licenses** :: www.ohio.edu/software :: Downloadable software and software sales
- **Tech Depot** (597-DEPO) :: bobcatdepot.ohio.edu :: Walk-Up tech assistance and sales in Baker Center

... or call us at 740-593-1222!