All residence halls on campus are equipped with wired internet connections. If you live in Two Rivers, there are currently no wireless access points available and thus the only connection is wired.

If you cannot access the internet from your computer, here are a few things you can try for troubleshooting:

- Check your connections; make sure the network cable is securely plugged into the network port on the wall and into your computer.
- Try to access the internet using another network port in your apartment/dorm to ensure that it is not a problem with your computer.
- Run your Anti-Virus software and make sure your computer is not infected with a virus. Also, run your spyware removal software to remove any malicious spyware you may be harboring in your computer.

Reasons why your network connection will not work:

- Your port may need to be activated
- Your computer is broadcasting viruses
- Your port was disabled because you are illegally downloading files from the internet (ex: from Kazaa, Limewire, bitTorrent, etc.).
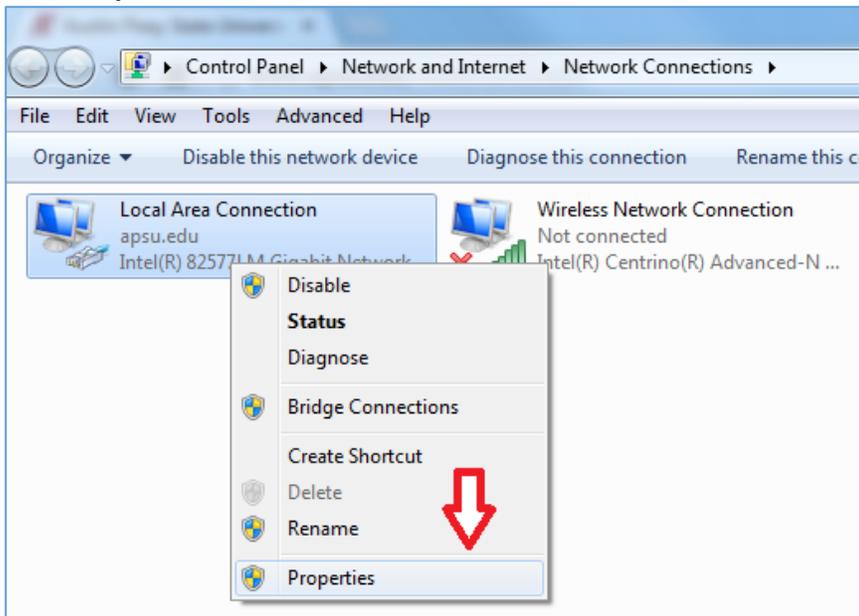- There is a rogue router in your area affecting connectivity.

1. Click on **Start** and in search box type **ncpa.cpl** (without the quotes) and hit **Enter**.
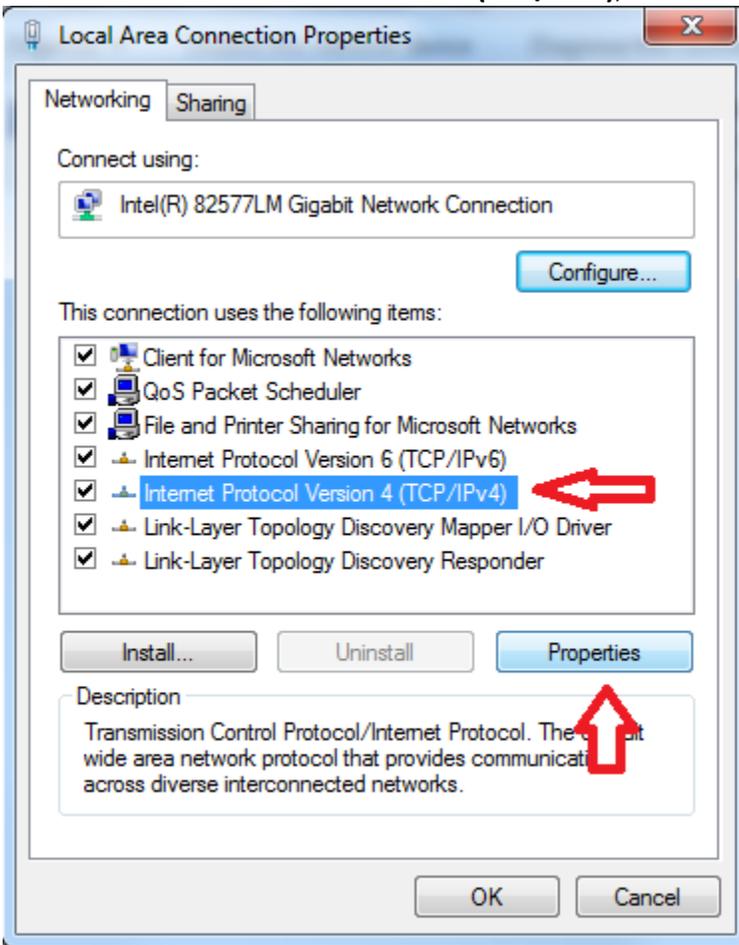

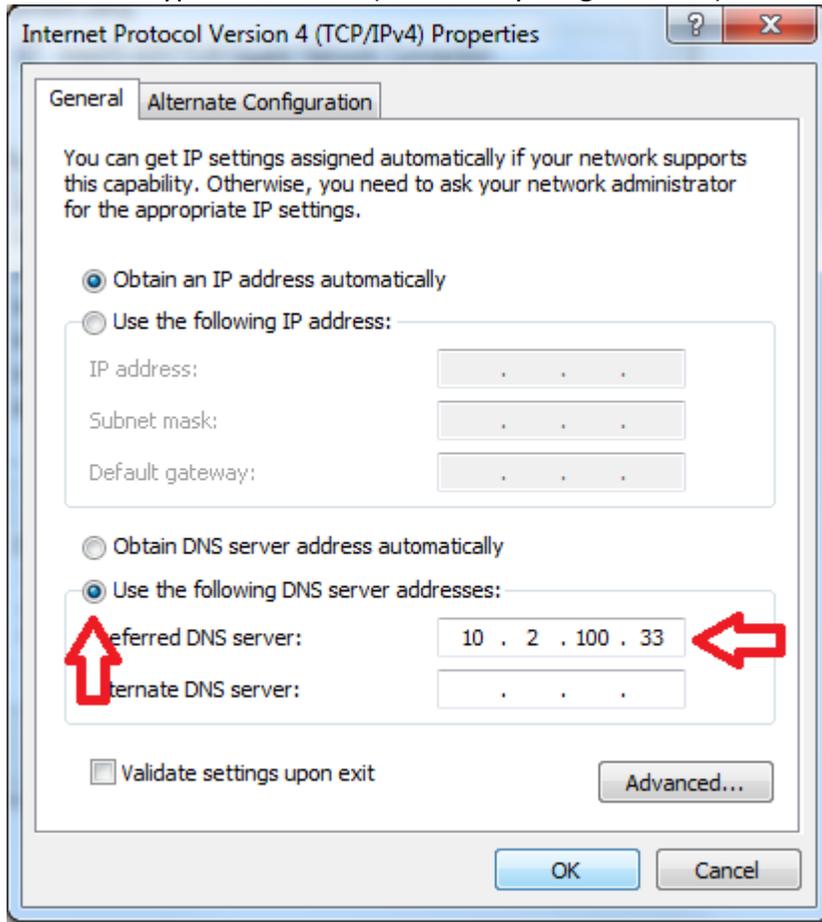2. Right click on **Local Area Connection**.
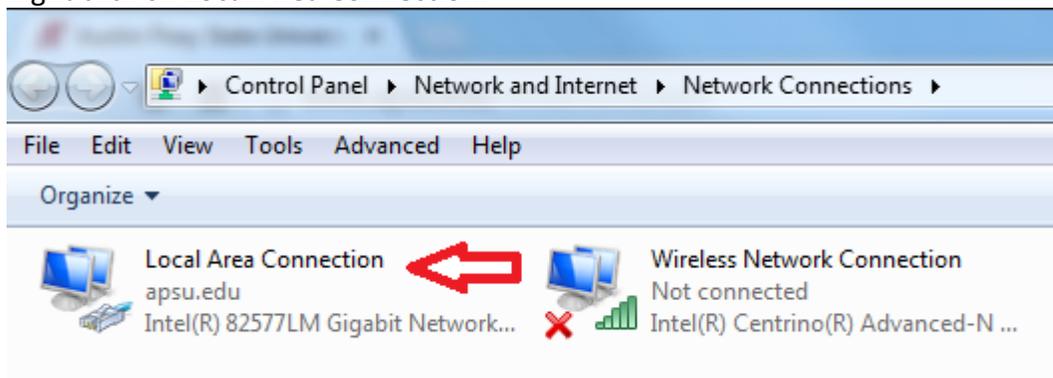
3. Click **Properties**.

4. Click on **Internet Protocol Version 4 (TCP/IPv4)**, then click on **Properties**.

5. Then click on **Use the following DNS server addresses** and in the **Preferred DNS server** box type*10.2.100.33* (leave everything else as is) then click **OK**, then **OK** again.

6. Next: Go to **Start**, then **Run**.
    1. Type **cmd** and hit **Enter**.
    2. Type **ipconfig /release** and hit **Enter**.
    3. Type **ipconfig /flushdns** and hit **Enter**.
    4. Type **ipconfig /renew** and hit **Enter**.

Contact the Technology Help Desk

If you have tried all of the steps on this page and are still unable to access the internet, please contact the Technology Help Desk at **931-221-4357**. Please provide the following when you call:

- Your name and callback number.
- Your building and room number, as well as which bedroom you are calling about.
- If you are able, please write down the port number for the port in question. This number appears as a sticker on the port itself and is usually in the format 1-A-1.