



Serving Southeastern Wisconsin since 1911

## Student Laptop Computer FAQs

Gateway Technical College students often bring their own laptop, notebook or tablet computers with them to class or to aid in studying. Some Gateway academic programs are requiring that students have a laptop or tablet. This FAQ is meant to provide some basic answers to the most frequently asked questions about using your own computer at a Gateway facility.

### Frequently Asked Questions

#### ➤ General

##### **Where can I re-charge the battery on my laptop?**

Classrooms are equipped with enough outlets or power strips to accommodate re-charging your laptop battery.

#### ➤ Software

##### **Are Gateway Technical College students able to purchase discounted software?**

Yes! Please go to the <http://wiscsoftware.wisc.edu/wisc/> website and select Gateway from the **WTCS Students** pull-down menu on the left side of the screen. Both Windows and Mac software are available for purchase at this website.

##### **I understand that all Gateway Technical College students are required to have updated virus protection installed on their laptops. If I do not already have virus protection software, where can I get it?**

You can find free virus protection software at <http://wiscsoftware.wisc.edu/wisc/> for both Windows and Mac computers. Select Gateway from the **WTCS Students** pull-down menu on the left side of the screen and scroll down to Free Antivirus Software.

#### ➤ Support

##### **Is any technical support available for students in the case of software problems?**

According to Gateway Technical College guidelines, Gateway Lab staff is *not* authorized to repair or remedy problems on a student's personal laptop. If available, Gateway Lab staff may provide the following, limited support:

- Assist with logging into your student email
- Assist configuring your laptop for wireless access
- Assist with instructions for virus protection on your laptop



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### Is any technical support available for students in the case of hardware problems?

Students are directed to local vendors or to their computer manufacturer for hardware support. According to Gateway Technical College guidelines, Gateway Lab staff is *not* authorized to repair hardware problems on a student's personal laptop.

#### ➤ Wireless Networking

### How do I gain access to Gateway's wireless network?

Please follow the directions below.

### What do I do if I am unable to log in to the wireless network or if I am frequently disconnected from the wireless network?

Please let your instructor know about the problem you are experiencing and she/he will contact Gateway's networking team.

#### ➤ Guest Access

Students should **not** connect to the "GTC-Guest" wireless network. This network has reduced bandwidth (it is slower) and it is not encrypted (less secure).

# Connecting to Gateway's Student Wireless Network

Please follow the instructions below to access the wireless network.

You will only need to follow these instructions one time. Your computer will save the settings so in the future you can connect directly to the "**GatewayAcademic**" network by simply following step 1 for your operating system. After you connect to "**GatewayAcademic**" you will need to launch a web browser, log in using your "My Gateway" credentials, and follow the on-screen instructions.

## Windows 7

1. To connect to the GatewayAcademic network click the wireless icon in the lower right corner of your screen, then click GatewayAcademic, check "Connect Automatically," then click "Connect."

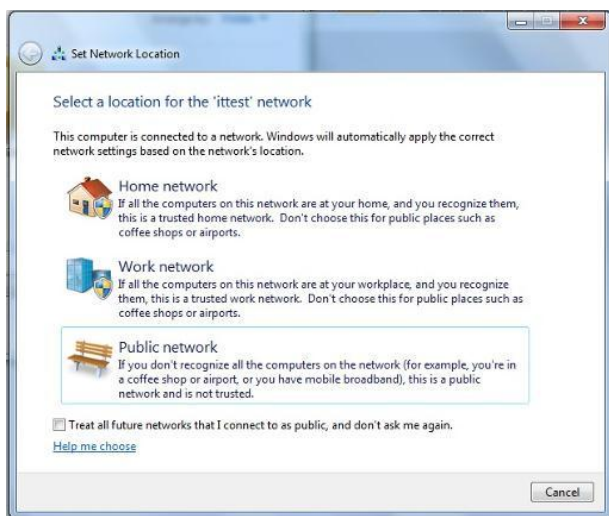
## Student Laptop Computer FAQs



2. When asked to enter a Network security key enter “futuremakers” (without quotation marks).



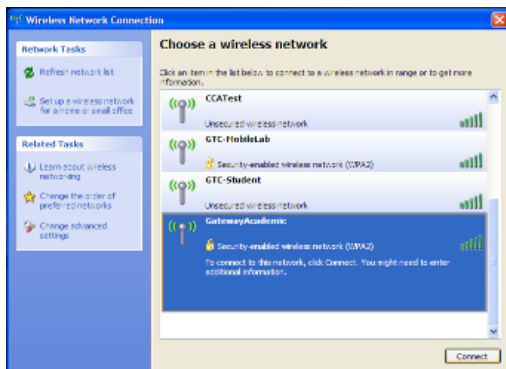
3. When asked to set the network location click Public Network.



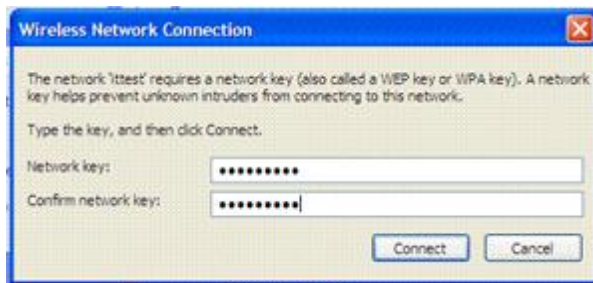
## Student Laptop Computer FAQs

# Windows XP

1. To connect to GatewayAcademic right-click the wireless icon in the lower right corner and then click “View Available Wireless Networks.” Click GatewayAcademic and then click connect.



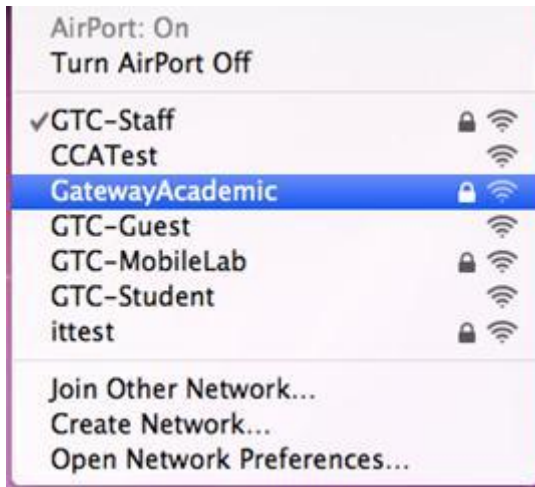
2. When asked to enter a Network security key enter “futuremakers” (without quotation marks).



## Student Laptop Computer FAQs

### Mac OSX

1. To connect to GatewayAcademic click the wireless icon in the upper right corner and then click GatewayAcademic.



2. When asked to enter a WPA password, enter "futuremakers" (without quotation marks). Leave the "Remember this network" box checked.

