

**CENTRAL OREGON**  
community college

Wickiup Hall Internet

## Table of Contents

Introduction: .....	3
Wired vs. Wireless: .....	3
MAC Addresses: .....	3
1 <sup>st</sup> Connected Devices: .....	4
Connecting Wired Devices: .....	4
Connecting Wireless Devices: .....	5
Self-Service Registration: .....	8
Gaming/Devices Without Web Browser: .....	9
Troubleshooting: .....	9

## Introduction:

This guide aims to assist residents in registering devices and connecting to the network in Wickiup Hall. Use of this network is a privilege, and governed by the Acceptable Use Policy.

With this system, users will be able to register devices using their student email account credentials provided by COCC. Once registered, devices will remain authenticated for up to 9 months. This means no pop-up pages prompted for login info every time someone tries to connect!

## Wired vs. Wireless:

While resulting in the same outcome, wired connections differ from wireless connections. This section will compare and contrast the two:

### **Wired:**

- Devices connect to the network using Ethernet Cables.
- Devices are plugged directly into a wall jack.
- Once registered, a wired device can gain access to the network through any wall jack.
- Device does not require a network restart after the registration process.
- Reliable and dedicated connection.

### **Wireless:**

- Devices connect to the cocc\_bobcat network using WI-FI.
- Once registered, wireless devices can connect anywhere where there is signal strength.
- Requires wireless restart for network connectivity if the device registers itself through the registration captive portal.
- Restart of device wireless is not required if registered through the self-service page on another already-registered device.
- Multiple devices can connect to the same Wireless Access Point, resulting in varying network speeds depending on how many others are connected at the same time.

**Because of these differences, COCC's ITS department recommends using wired connections when possible.**

## MAC Addresses:

In order to properly register devices through the self-service portal, a resident must know how to find their devices MAC Address. In most cases, if a device can connect both wired and wirelessly to a network, then that device will have two different MAC addresses. Due to the sheer diversity of devices, this guide will not cover instructions for finding each device's MAC address.

**If you need help please go here:** <https://cocc.edu/wickiup-internet>.

## 1<sup>st</sup> Connected Device:

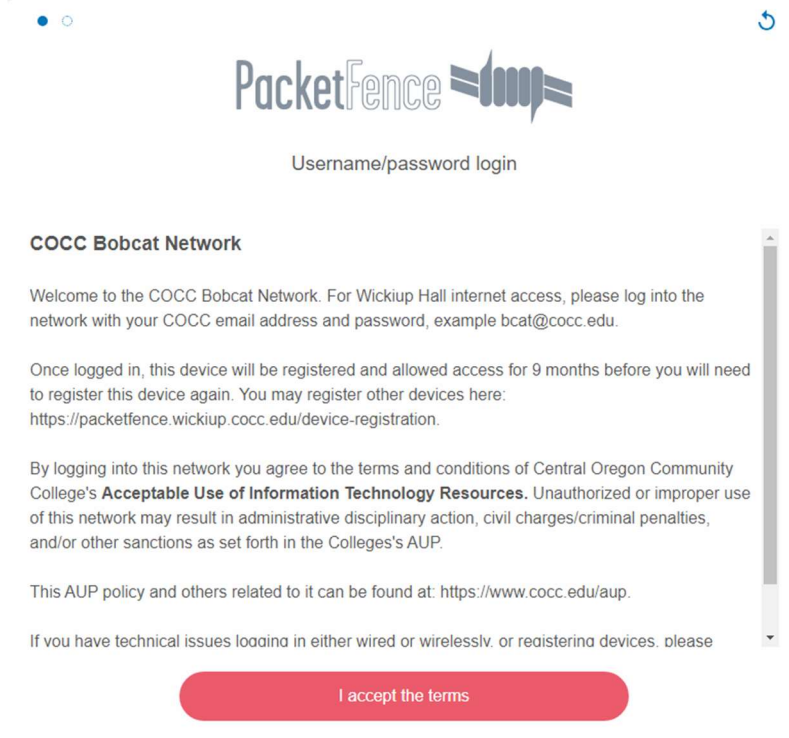
Every resident's first device connecting to the network will need to go through an initial registration process with the captive portal prompting for credentials. After this process, residents can use the self-service portal from their registered device to then register any other devices they wish to be networked.

**Note:** A wired laptop or computer is the easiest to register. If you do not have a computer, a phone is the next best device to register, but there will be a required restart of the device when connecting their first registered device.

## Connecting Wired Devices:

Follow these steps to connect your wired device to the network:

1. Connect the device to a wall jack using an ethernet cable.
2. After a few seconds your web browser should open and redirect you to a login page.
3. If your web browser doesn't open automatically, open a browser and try to browse to any website. This should prompt redirection.
4. Read and accept the terms and conditions.



The screenshot shows a web browser window displaying the PacketFence login page. The page has a blue header with the PacketFence logo and the text "Username/password login". Below the header, the page title is "COCC Bobcat Network". The main content area contains the following text:

Welcome to the COCC Bobcat Network. For Wickiup Hall internet access, please log into the network with your COCC email address and password, example bcat@cocc.edu.

Once logged in, this device will be registered and allowed access for 9 months before you will need to register this device again. You may register other devices here:  
<https://packetfence.wickiup.cocc.edu/device-registration>.

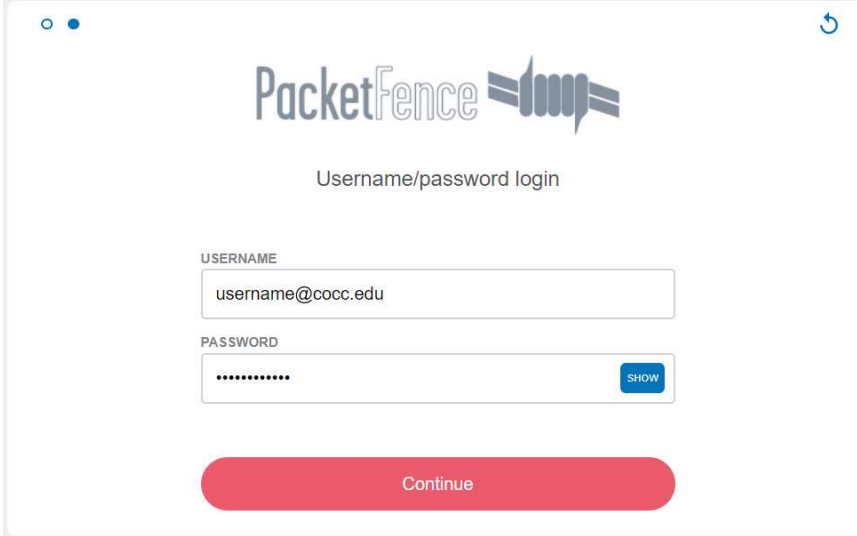
By logging into this network you agree to the terms and conditions of Central Oregon Community College's **Acceptable Use of Information Technology Resources**. Unauthorized or improper use of this network may result in administrative disciplinary action, civil charges/criminal penalties, and/or other sanctions as set forth in the Colleges's AUP.

This AUP policy and others related to it can be found at: <https://www.cocc.edu/aup>.

If you have technical issues logging in either wired or wirelesslv. or reisterina devices. please

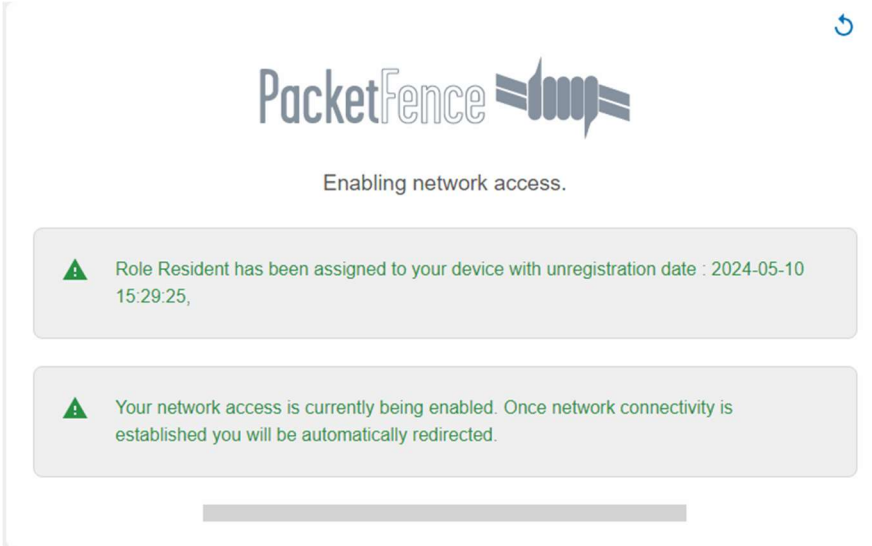
At the bottom of the page, there is a red button with the text "I accept the terms".

5. On the next page, enter your full COCC email address and password.



The screenshot shows the PacketFence login interface. At the top is the PacketFence logo. Below it is the text "Username/password login". There are two input fields: "USERNAME" containing "username@cocc.edu" and "PASSWORD" containing "\*\*\*\*\*". A "SHOW" button is next to the password field. A red "Continue" button is at the bottom.

6. If accepted, this screen will appear and once it finishes loading, you can close the window and start using your internet connection.



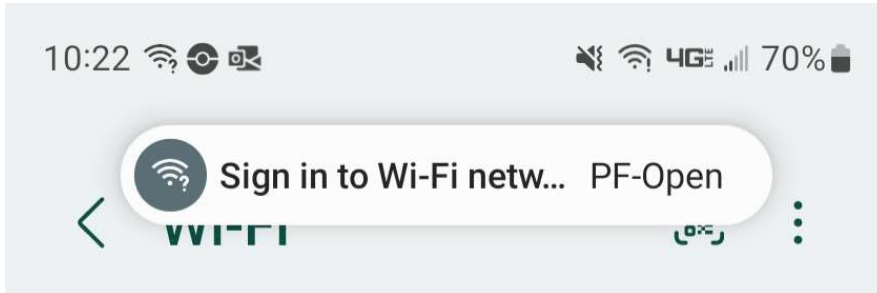
The screenshot shows the PacketFence network access screen. At the top is the PacketFence logo. Below it is the text "Enabling network access.". There are two notification boxes: the first says "Role Resident has been assigned to your device with unregistration date : 2024-05-10 15:29:25," and the second says "Your network access is currently being enabled. Once network connectivity is established you will be automatically redirected." A progress bar is at the bottom.

## Connecting Wireless Devices:

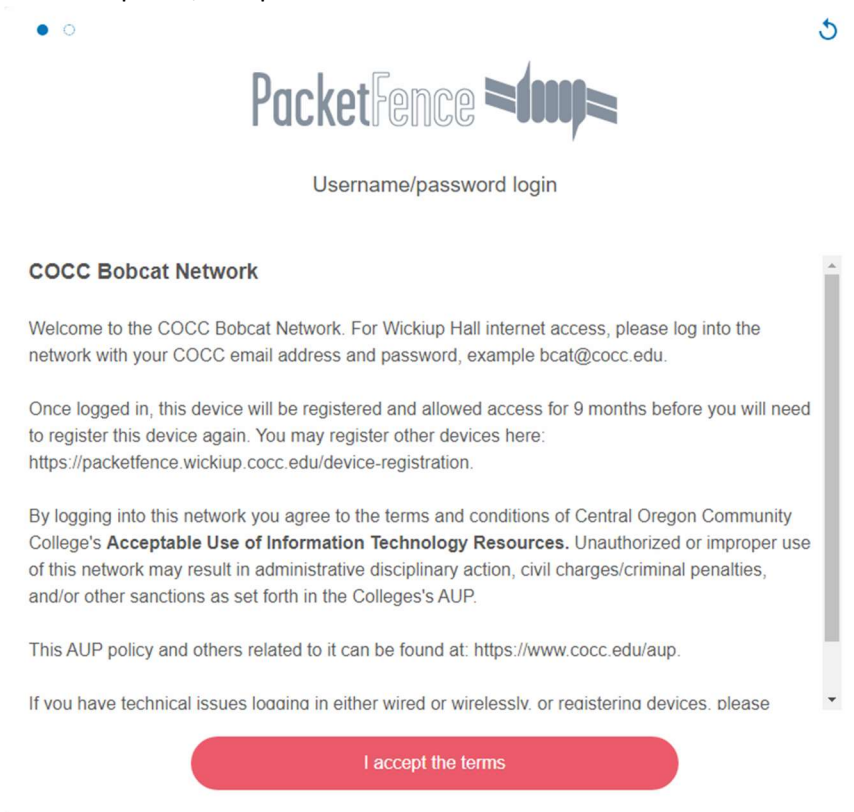
Follow these steps to connect a device to the wireless network.

1. On the device, open the wireless connection settings and connect to the SSID **cocc\_bobcat**.

2. Once connected, some wireless devices will redirect and open the captive portal. If not open a web browser and try to browse to any site. Some phones have a notification you need to click on that says something along the lines of “sign in to use network”.



3. From the portal, accept the terms and conditions.



A screenshot of a web browser displaying the PacketFence captive portal. The page has a blue header with the PacketFence logo and a refresh button. Below the logo, it says "Username/password login". The main content area is titled "COCC Bobcat Network" and contains the following text:

Welcome to the COCC Bobcat Network. For Wickiup Hall internet access, please log into the network with your COCC email address and password, example bcat@cocc.edu.

Once logged in, this device will be registered and allowed access for 9 months before you will need to register this device again. You may register other devices here:  
<https://packetfence.wickiup.cocc.edu/device-registration>.

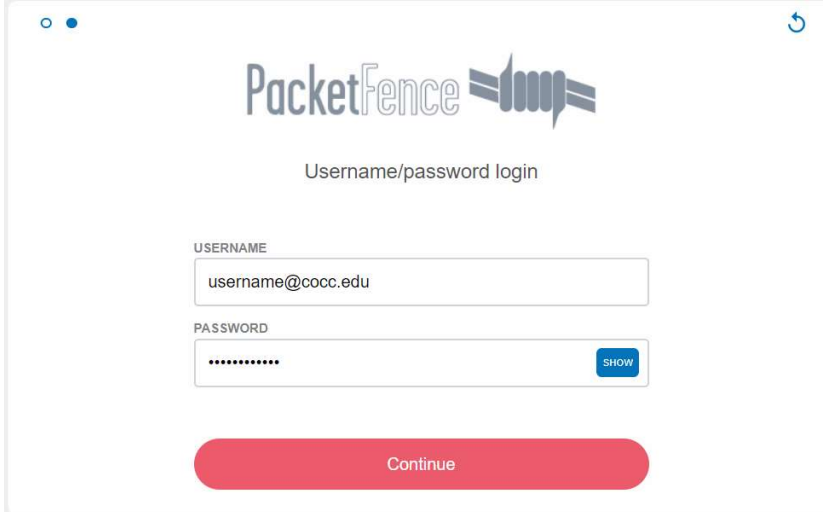
By logging into this network you agree to the terms and conditions of Central Oregon Community College's **Acceptable Use of Information Technology Resources**. Unauthorized or improper use of this network may result in administrative disciplinary action, civil charges/criminal penalties, and/or other sanctions as set forth in the Colleges's AUP.

This AUP policy and others related to it can be found at: <https://www.cocc.edu/aup>.

If you have technical issues logging in either wired or wirelesslv. or registering devices. please

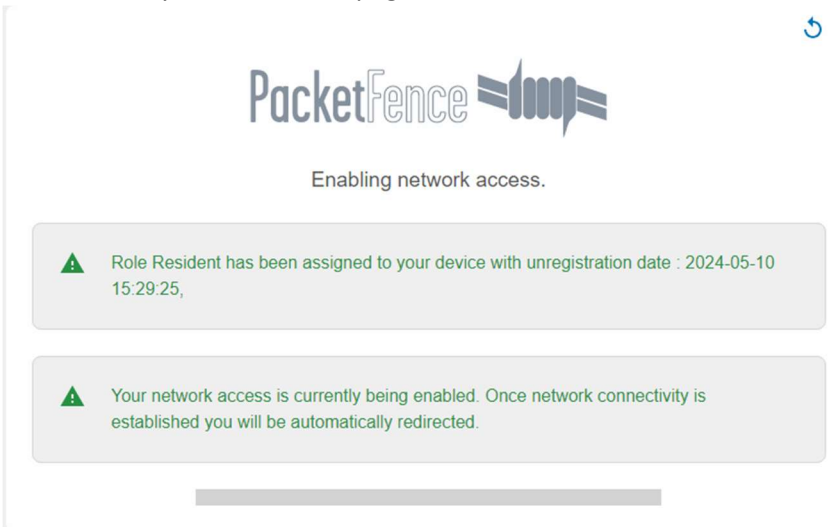
At the bottom of the page, there is a red button that says "I accept the terms".

4. Then on the next page, enter your full COCC email and password.



The screenshot shows the PacketFence login interface. At the top is the PacketFence logo. Below it is the text "Username/password login". There are two input fields: "USERNAME" containing "username@cocc.edu" and "PASSWORD" containing a masked password. A "SHOW" button is next to the password field. A red "Continue" button is at the bottom.

5. If successful, you will see this page.



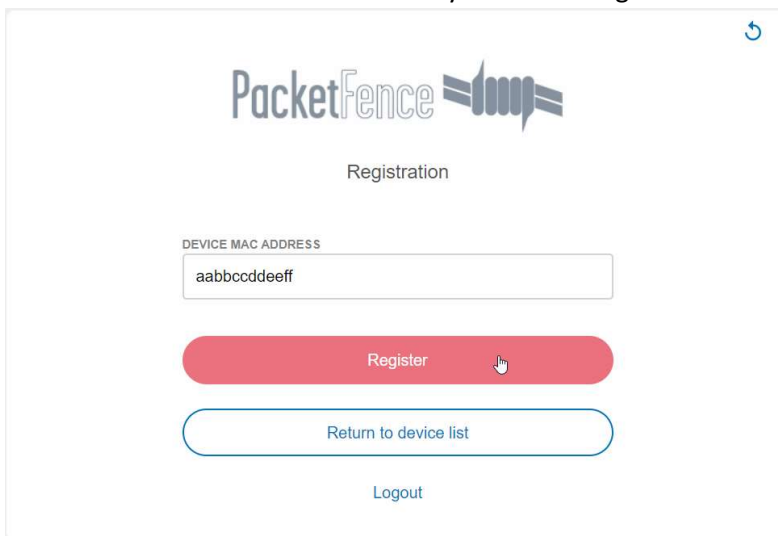
The screenshot shows the PacketFence network access page. At the top is the PacketFence logo. Below it is the text "Enabling network access.". There are two notification boxes, each with a green triangle icon. The first notification says: "Role Resident has been assigned to your device with unregistration date : 2024-05-10 15:29:25,". The second notification says: "Your network access is currently being enabled. Once network connectivity is established you will be automatically redirected." A progress bar is at the bottom.

6. Close that page.
7. Turn of Wireless on your device for 1 minute.  
**Note: You only need to turn off wireless on your device when completing the device registration. Once registered you will not need this step every time you connect.**
8. You should have internet access after you reconnect.

## Self-Service Registration:

Once a resident has registered their first device, they can then register all other devices they have or will have through a self-service portal. In order to register devices through the portal, do these steps:


1. Using a **registered device**, connect to the network through a wire, or wirelessly via cocc\_bobcat.
2. Open a web browser and go to this URL: <https://packetfence.wickiup.cocc.edu/device-registration>.
3. When prompted enter your full COCC email address and password.
4. Click on “**Register another device**”.
5. Enter the MAC address of the device you wish to register.



The screenshot shows the PacketFence Registration page. At the top is the PacketFence logo. Below it is the heading "Registration". There is a text input field labeled "DEVICE MAC ADDRESS" containing the text "aabbccddeeff". Below the input field are two buttons: a red "Register" button and a blue "Return to device list" button. At the bottom of the page is a "Logout" link.

**Note:** Enter your MAC address with no delimiters. **Ex:** aabbccddeeff

6. Click on Register.
7. You should now see your new device in the device list registered to you.



The screenshot shows a device list entry. It displays the following information: "Current Role Resident", "MAC aa:bb:cc:dd:ee:00", and "Registered on 2023-08-15 13:47:05". To the right of the entry are two buttons: a blue "Unregister" button and a blue "Declare as lost or stolen" button.

8. After a minute, connect the new device to the network.



## Gaming/Devices Without Web Browser:

For devices like Xbox, PlayStation, Nintendo Switch, TV's, etc. users can only register these devices through the self-service portal following the steps listed in the section above.

Self-Service Portal: <https://packetfence.wickiup.cocc.edu/device-registration>.

## Troubleshooting:

If you have trouble connecting wirelessly or wired, try these methods:

- Power off your device for one minute, and then restart.
- Disconnect your device from the network for one minute then reconnect.
- If one device works and another does not, verify the mac addresses of the affected device from the self-service portal.
- Double check you entered a device's wireless MAC address for wireless connection, and wired MAC address for wired connection. If you plan to use both, like a laptop, you need to enter both MAC Addresses.
- If you are still having problems, please submit a ticket to Student Tech Support ([cocc.edu/techhelp](http://cocc.edu/techhelp)), send an email to [techhelp@cocc.edu](mailto:techhelp@cocc.edu), or call 541-383-7716. Please provide the following information:
  - First and Last Name
  - Phone Number
  - Email Address
  - Room Number
  - MAC Address of your device
  - Type of device (Ex. Xbox, Roku, Vizio TV, etc.)
  - Any error messages that you received