CNR Guest Network Account Policy

The Office of Information Systems (OIS) is charged with maintaining the confidentiality, integrity, and availability of the college's multi-campus data network. Access to this network is controlled and audited through individual user accounts and use is restricted to the CNR community. In addition, OIS maintains a guest network for visitors conducting business with CNR that require wireless internet access. Access to the guest network is managed separately and is granted on the guest's device for the defined period and is not available to "walk-ins". All visitors or guests who require network access (use of public machines, access to library or classroom computers, wireless access for personal devices, etc.) to conduct business with CNR will need to be approved at the department level and a request for network access should be emailed to helpdesk@cnr.edu at least two days prior to the person's arrival on campus. Where access is required for larger groups (e.g. conferences, summer programs, etc.), two weeks advance notice is required.

CNR Guest Network Account Procedure

Group Accounts

Guest Network Account set up for groups should be emailed to helpdesk@cnr.edu allowing for 2 weeks advance notice and must include the all of the following information:

- First and last name of individual requesting access
- Email and/or phone contact information for new user
- 2 unique pieces of identifying information *
- Date and time access should begin
- Special access requirements (e.g. laptop wireless setup)
- Date and time access should end

*Group accounts must predetermine what specific unique indentifying information for each user will be used. Examples of acceptable unique identifying information include: last 4 digits of phone #, zip code, month and day of birth. These 2 established unique identifiers will allow individuals within the group to activate their user account through the Virtual Help Desk from any locale, on campus or off campus. Support can be provided through email and phone.

Individual Accounts

Guest Network Account set up for an individual should be emailed to helpdesk@cnr.edu at least 2 days prior to the person's arrival on campus and must include all of the following information:

- First and last name of individual requesting access
- Email and/or phone contact information for new user
- Date and time access should begin
- Special access requirements (e.g. laptop wireless setup)
- Date and time access should end

The individual should come to the Help Desk during operating hours (see below) to activate their account and complete wireless setup if necessary. Please instruct them to arrive at least 30 minutes before their appointments elsewhere on campus.

Support is provided for these accounts during the hours that the Help Desk is open, for example:

- Monday Thursday 9AM 7PM; Friday 9AM 5PM (Fall & Spring semesters)
- Monday Friday 9AM 5PM (Summer hours)

If support is required outside of these hours, OIS can arrange for coverage with advance notice at a standard rate (currently \$40 per hour per technician).

Please Note: Support for visitors and guests is limited to account creation, wireless configuration, and network troubleshooting. Assistance is not provided for operating system updates that are prerequisites of wireless configuration.