

FEED THE NEED!

Welcome to CampusNet! Here's a list of the most Frequently Asked Questions about our service.

Q: What is the CampusNet program?

A: CampusNet is a service that allows you to access the Internet, Internet applications, and available campus network services directly from your personal computer.

Q: What are Internet applications?

A: Internet applications allow you to check your email and surf the web. In the case of JMU, we use Simeon as our email application, and Netscape as our web browser.

I LIVE ON CAMPUS

Q: How do I sign up for CampusNet?

A: On campus residents with Network-ready computers can go to the Telecom Office to sign up for CampusNet. The charge can be billed directly to your phone bill.

Q: How do I know if I have a network-ready computer?

A: Your computer is Network-ready if your system meets the CampusNet 1998 minimum specification requirements and if your computer has an Ethernet card installed. The system requirements are listed at:

<http://www.jmu.edu/campusnet/specs>

Q: What is an Ethernet card?

A: Since our residence halls are wired with Ethernet which carries data at 10MB/s as opposed to the standard 28.8Kb/s or 33.6Kb/s on a phone line. We do this as a service to the students to allow you fast Internet access and the ability to use the phone at the same time.

An Ethernet card enables you to access that speed with your computer.

Q: I have an Ethernet card installed. How do I set up the computer to talk to the Internet?

A: There are connection guides complete with all of the instructions for setting up your computer to work on our network at:

<http://www.jmu.edu/campusnet/ethernet/software>

Q: If I am having trouble with CampusNet, how do I get help?

A: Go to a lab, or a working connection and fill out our trouble call page at:

<http://www.jmu.edu/campusnet/trouble>. We are extremely overwhelmed at the beginning of the semester with new signups. If this is when you are experiencing trouble, please be patient. We will get to you as soon as possible.

Q: What is CMIB?

A: CampusNet Move-In Bonanza is an additional service we provide to students on Move-In weekend to help them get connected as they are moving in. When you move into your residence hall, keep an eye out for tables that say CampusNet and people wearing CampusNet t-shirts. We're there to help you if you're having problems setting up your computer and CampusNet stuff.

I LIVE OFF CAMPUS

Q: How do I sign up for CampusNet?

A: Off campus students fill out the signup form located at:

<http://www.jmu.edu/campusnet/dialup/signup>

Q: How do I set up my computer to use CampusNet's dial up service?

A: After completing the signup form, we will create an account to enable you to access the dial up service. You will then be contacted to come and pick up your connection package and software from the Help Desk. The package will have all the instructions you will need to know to get connected.

Q: How fast is the dial up service?

A: As of this second, it is currently a 28.8 Kb/s connection. We are working to at least raise that to 33.6 by the start of the fall semester.

Q: Are there minimum specifications for the dial up service as well?

A: We support the same specification for both Ethernet and dial up services. Please check our spec guide to make sure you meet our minimum requirements at:

<http://www.jmu.edu/campusnet/specs>

Q: Where is the Help Desk located?

A: The Help Desk is located on the bottom floor of the Frye Building, which is located between Hoffman Hall and the Steam Plant on Bluestone Drive before you go down the road to Greek Row.

Q: Where is Telecom located?

A: Telecom is located in the back of Wilson Hall in the basement. If you approach Wilson from the Gibbons Dining Hall side, the entrance to the back of Wilson is directly across from Door 7, the Administrative section of Gibbons Hall. Go in the door, down the stairs and Telecom will be the first door on your right.

Q: What kind of support will the Help Desk offer?

A: If the problem is related to Internet applications, they should be able to assist you. However, if it is either network-related or they cannot solve it, they will fill out a trouble report and submit it to CampusNet through the proper channels.

DISCLAIMER: Unfortunately at the time of the construction of this FAQ, we are in the process of overhauling our web page and restructuring our program to meet the needs of JMU. Please keep an eye on our current web page for developments: <http://www.jmu.edu/campusnet>



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