Southern Connecticut State University

SCSU

## Connecting to the IoT Wireless Network

Introduction

The IoT wireless network is for devices that do not have the ability to connect to the eduroam wireless network. Some examples would be a smartboard, VR headset, Apple TV, Fire TV, Google TV, Roku, and other special-purpose devices.

This document will show how to register and connect these devices to the IoT wireless network.
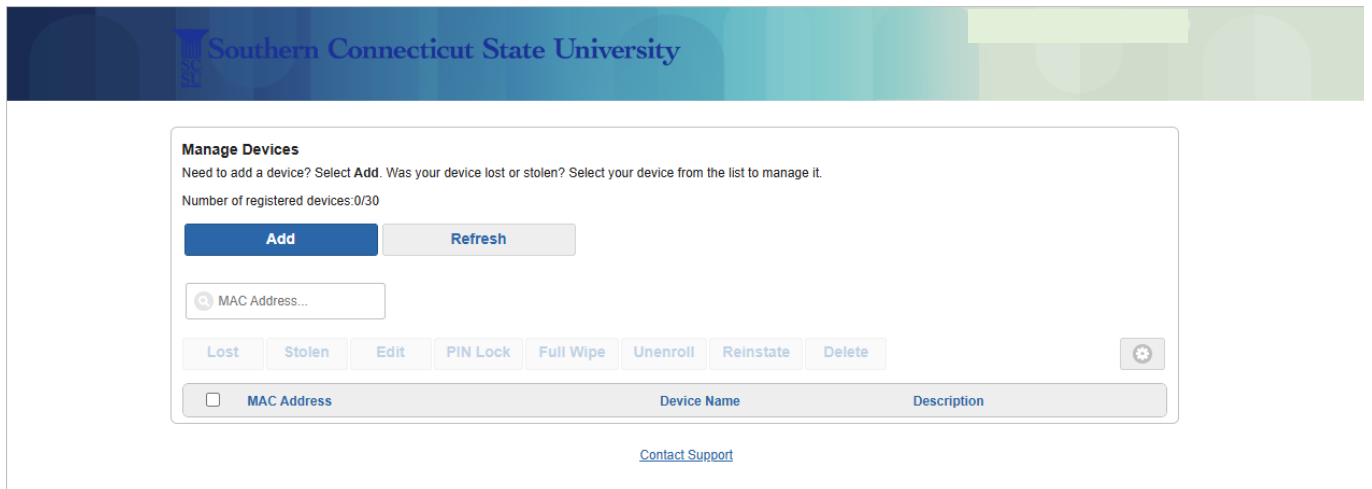
Register an IoT device

To register an IoT device, log into the SCSU IoT portal at https://iot.southernct.edu on a device that is already connected to the internet. You will be prompted to enter your SCSU email and password.
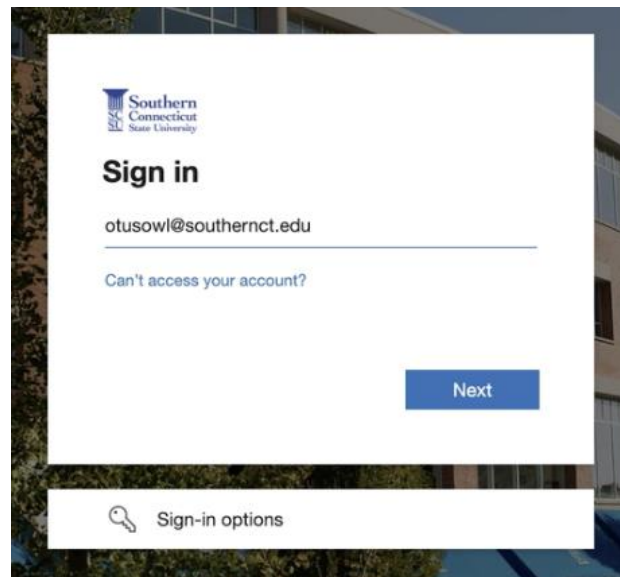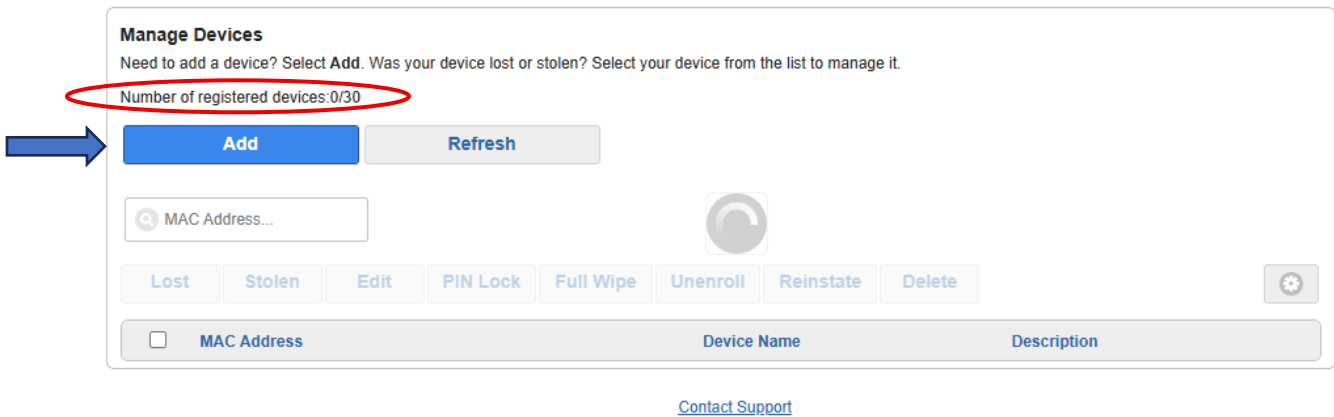
Once your university credentials have been verified, the Acceptable Use Policy will then prompt. Select "Accept" to proceed to the Manage Devices Portal.
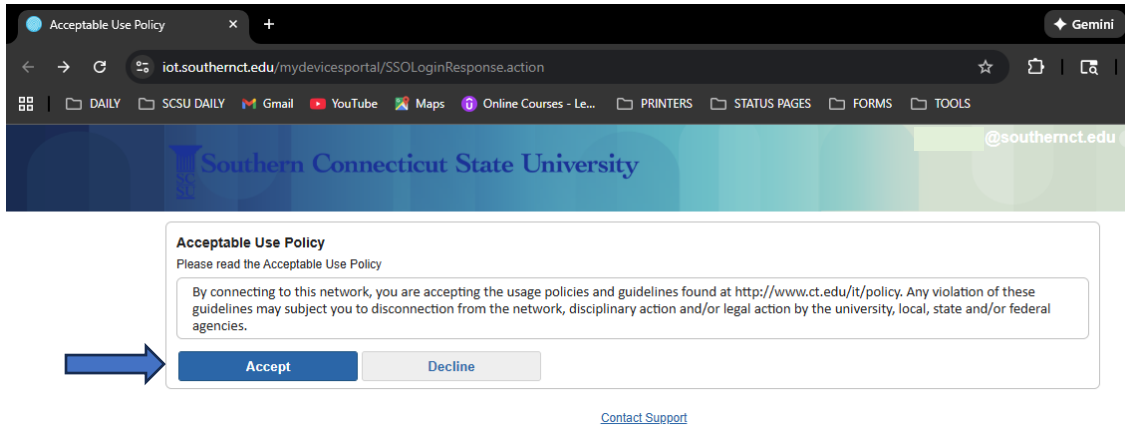
My Devices Portal

You will then be able to add and manage up to 30 IoT devices. Your IoT devices will remain registered until a device is inactive for six months.

Add Device

To add a new device, enter the device ID, which displays on your device as the MAC or Wi-Fi address. It consists of 6 alphanumeric number pairs separated by colons such as AA:BB:CC:11:22:33.
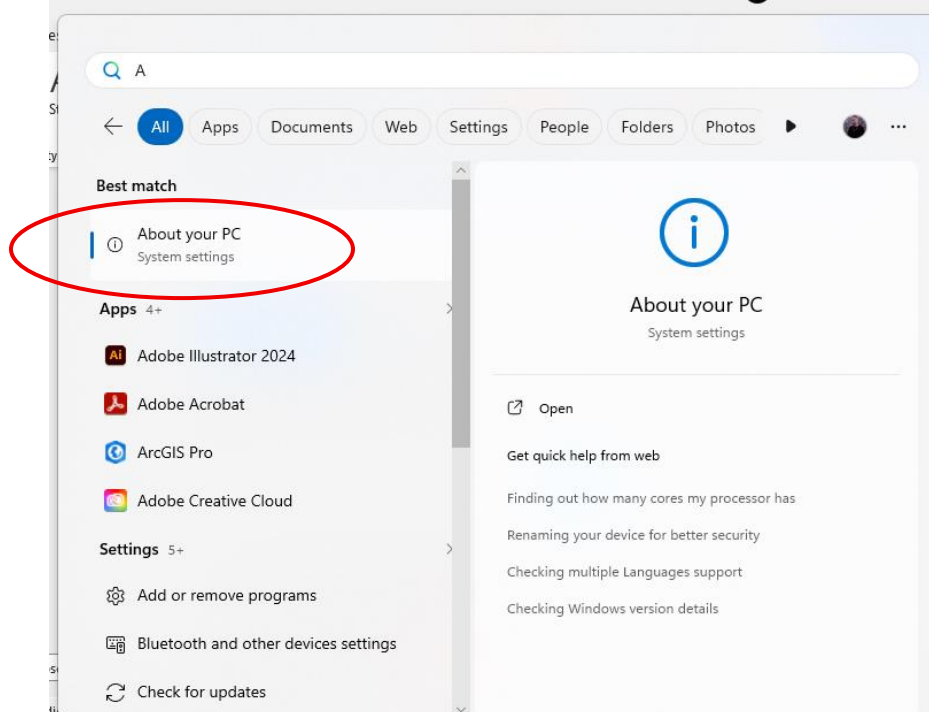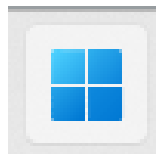
Device name: *

Device ID: *

Description:

| Submit | Cancel |

Contact Support

When adding a device, you will need to enter the Device name and Device ID.

If operating on a Windows device, you can locate this information by going to the Windows System Settings menu on the PC and searching "About this PC".
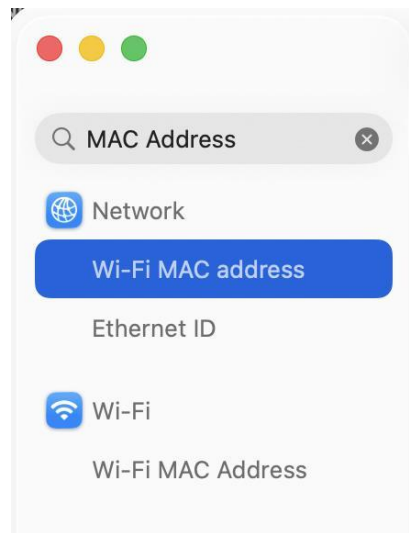
If operating on a Mac device, you can locate this information by going to the Apple menu on top left-hand corner of the Mac and selecting "About This Mac".
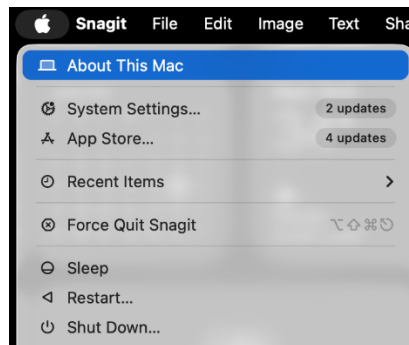
The pop up will prompt. Select "More Info…"

The Device Name will show up under General info. The Device ID/MAC Address can be searched on the top search bar of the same menu.
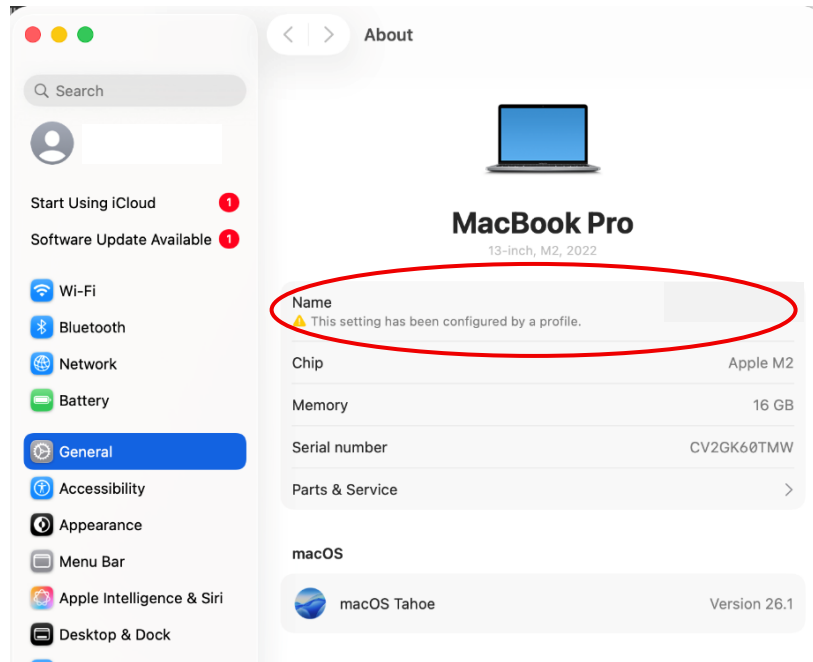
Be sure to turn off the privacy feature that randomizes your device's MAC address before attempting to connect. This feature is sometimes called 'Private Wi-Fi Address'.
Once your IoT device is registered, connect it to the wireless network called 'SCSU-IoT' using the following password: southernct

Frequently Asked Questions

Q.

Where do I find the device ID?

A.

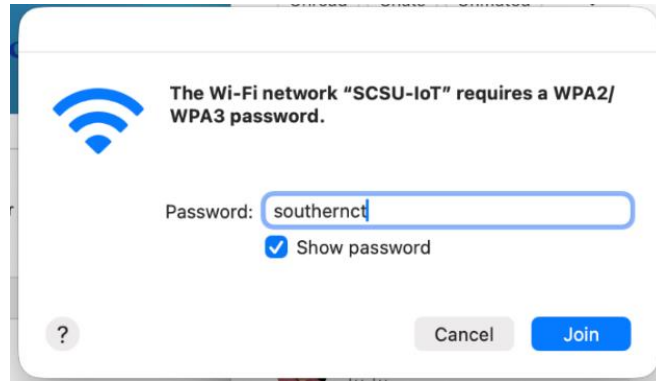The location of the device ID depends on your device's system type. All network-ready devices have a unique identifier that makes sure that all network communication goes to the right device. This identifier is typically called a MAC address or a Wi-Fi address. It includes six pairs of alphanumeric characters separated by hyphens or colons, such as: 00-01-0b-42-8f-82 or 0a:fc:3d:45:bf:c5. Check the documentation for the device you are adding or request assistance from the IT Help Desk. Be sure to turn off the privacy feature that randomizes your device's MAC address before attempting to connect. This feature is sometimes called 'Private Wi-Fi Address'.

Q.

I just added a device. Why does it display as pending?

A.

Devices in the list will show a status of Pending. This is a known cosmetic issue with the portal and will not have an impact on device connectivity.

Q.

When I try to add a device, I get an error that says that the device already exists, but I do not see it listed as one of my devices. How can I add this device?

A.

That error means that someone has already added the device to the system. If it does not appear on your list, somebody else has registered the device already. You can contact the IT Help Desk so that they can verify who registered the device previously and delete it from the database so you can re-register it.

Q.

When I try to add another device, I get an error telling me I have already reached the maximum number of devices. How can I add this device?

A.

If you have reached the limit of 30 devices, you need to delete a device before adding a new one.

Q.

I made a mistake entering the ID for my device. How can I change it?

A.

You can only Edit the Description of the device. If you want to change the Device Name or the Device ID, you should Delete the device first and then Add it back into the portal.

Q.

What do I do if I lose one of my devices?

A.

To immediately prevent anyone who finds the device from accessing the network, select the device on the list and click Lost. When you identify a device as lost, the system prevents the device from connecting to the network and changes its status to Lost.

Q.

I've recently found a lost device. How do I get it back on the network?

A.

To allow the device to access the network again, select the device on the list and click Reinstate. The next time you try to connect to the network with your reinstated device, your device will go through the provisioning process again.

Q.

What do I do if one of my devices is stolen?

A.

To immediately prevent the stolen device from accessing the network, select the device on the list and click Stolen. When you identify a device as stolen, the system prevents the device from connecting to the network and changes its status to Stolen.

Q.

How can I get a stolen device that has been returned to me back on the network?

A.

To allow the stolen device to access the network again, select the device on the list and click Reinstate. The next time you try to connect to the network with your reinstated device, your device will go through the provisioning process again.

Q.

How do I delete a device that I'm not using anymore?

A.

Select the device on the list and click Delete. Click Refresh to view any updates to the list.