

# Tech Support Quick Reference



## Wireless (eduroam)

eduroam is the secure wireless network used by Clemson and many other campuses. Log in with (your) username@clemson.edu and your Clemson password. Don't forget to put @clemson.edu on the end of your username or you will not connect!

Running your own Wi-Fi access point is a violation of your housing contract and interferes with eduroam access for those nearby.



## Resmedianet

Resmedianet allows you to connect your TVs, gaming consoles, Roku, AppleTVs, etc. to wireless. Visit [ccit.clemson.edu/wireless](http://ccit.clemson.edu/wireless) for instructions and to find out more.



## Make Sure You're Connected!

Check that your mobile devices are connected to eduroam to save on data charges. Your device may use data between buildings around campus, but it should re-connect automatically when in signal range. Tips for optimizing your mobile device to use less carrier data can be found at [ccit.clemson.edu/wireless](http://ccit.clemson.edu/wireless).



## Philo Internet TV

IPTV streaming services are available by using the Philo app on your computer, mobile device, Roku and Apple TV devices. Specific instructions for connecting your device is available by searching for "TV Channel Lineup" at [clemson.edu/housing-dining](http://clemson.edu/housing-dining).



## Coax Cable TV

Cable TV services over traditional coax are available in this residence hall. To utilize this service, you must have a digital TV with a built-in QAM-Z tuner, along with a coax cable. Please verify with the television manufacturer that your television supports QAM signals. Once connected, set your digital TV to 'cable' and scan for all channels. Assistance with coax cable TV service is available from Apogee Campus by calling 855-377-4151 anytime.



## Ethernet Jacks

Devices connected to Ethernet ports in your residence hall room will need to be registered on the Clemson network each year. Once the device is connected, browse to <https://netreg.clemson.edu> to complete this registration. If you are having issues with Ethernet ports in your room, please send an email to [ITHELP@clemson.edu](mailto:ITHELP@clemson.edu) with the port description, room number and your contact information.



## Pawprints

PawPrints allows students to print at 40+ PawPrints printers located around campus. Each semester all students are given a quota of funds that can be used for printing and plotting services. You can even print from your mobile device and pick up on the way to class. Find instructions, required software, locations and more at [ccit.clemson.edu/pawprints](http://ccit.clemson.edu/pawprints).

Have questions? Need help?  
Want to report a problem?



[ITHelp@clemson.edu](mailto:ITHelp@clemson.edu)



[support.clemson.edu](http://support.clemson.edu)



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