Campus Living

Below you will find information technology resources and information related to students living in the Syracuse University residence halls.

- Residence Hall Networks
  - Choosing a Network
  - Connecting Off-Campus
- Cable TV and SpectrumU
- Other Campus Resources
- Getting Help or Reporting a Problem

Residence Hall Networks

Choosing a Network

Student should be sure that they are connecting to the correct network when in the residence halls. This can be determined by the device they are looking to connect. A full list of campus networks, including additional descriptions and details for those listed above, can be found on the Networks home page.

Please note that users of any Syracuse University network must adhere to Syracuse University's Wireless Policy.

The following is a list of networks available in a residence hall, which devices should be connected, and a link to documentation to assist with connection.

<table>
<thead>
<tr>
<th>Network Name</th>
<th>Supported Devices</th>
<th>Intended Users</th>
<th>Login</th>
</tr>
</thead>
<tbody>
<tr>
<td>AirOrangeX</td>
<td>Personal computers, phones, and tablets</td>
<td>Active Students</td>
<td>NetID and password; Managed at <a href="http://netid.syr.edu">http://netid.syr.edu</a></td>
</tr>
<tr>
<td>Gadgets&amp;Games</td>
<td>Streaming devices, gaming systems, and internet connected TVs</td>
<td>Active Students</td>
<td>No login required</td>
</tr>
<tr>
<td>AirOrangeGuest</td>
<td>Personal computers, phones, and tablets</td>
<td>Visitors and Guest</td>
<td>Guest login credentials can be</td>
</tr>
<tr>
<td>Wired ResNet (Ethernet)</td>
<td>Personal computers, streaming devices, gaming systems, and internet connected TVs</td>
<td>Active Students</td>
<td>No login required</td>
</tr>
<tr>
<td>Eduroam</td>
<td>Personal computers, phones, and tablets</td>
<td>Visitors from Other Institutions</td>
<td>Username and password managed at the other institution</td>
</tr>
<tr>
<td>SUAD</td>
<td>Work computers and laptops</td>
<td>Res Hall Staff</td>
<td>Staff credentials</td>
</tr>
</tbody>
</table>

Antivirus Required

Syracuse University requires all computers connected to the University's wired or wireless networks be protected by a current version of antivirus software. Students can reference the University's list of recommended antivirus software.

Note that many new computers come with trial or demonstration versions of antivirus software. These trial versions do not meet SU requirements. Students need to verify that the antivirus software installed on their computer is a fully licensed version.

Connecting Off-Campus

Students who live off campus should consider subscribing to a commercial Internet Service Provider (ISP) to connect to the campus network and the Internet.

The following ISPs are some of the options available in the Syracuse area:

- Spectrum (1-855-234-4898)
- Verizon (1-800-837-4966)

Information about connecting to Syracuse University networks from off-campus locations can be found on the Remote Access web page.

Cable TV and SpectrumU

Syracuse University residence halls are provided Charter Spectrum digital cable television services including the SpectrumU TV app as well as digital QAM signal through coaxial cable connections directly to student televisions. Below you will find links to information and how-to documentation.

Cable TV and SpectrumU at Syracuse University
SpectrumU TV Digital Channel Guide
Residence Hall Cable TV Setup and Troubleshooting
Digital Converter Setup Guide

Departmental Accounts

In some cases, Syracuse University departments have arranged with ITS Telecommunications to bill the University directly for Spectrum accounts for staff. Staff members who believe they qualify for this program should contact the Telecommunications group by emailing telecom@syr.edu.

Need help with cable TV or SpectrumU? Contact the ITS Help Desk by calling at 315.443.2677, by emailing help@syr.edu, or by stopping into 1-227 CST.

Other Campus Resources

Blue Light Phone and Alarm System
Campus Map (Concept 3D)
Department of Public Safety
GET - Managing Your Campus Money, Food & More
ITS Computer Labs
ITS Service Center
LifeSafe Mobile App
Parking and Transit Services
Remote Access
Services and Applications
Syracuse University Mobile App

Getting Help or Reporting a Problem

If you have an electrical, lighting, heating and air conditioning, or any other living space related issue, please contact fill out a service request form on the Facilities Operations website.

Damaged or Defective Wall Plates

Please note that Campus Facilities will address damaged or non-functional electrical outlets via the forms on the Facilities Operations website. Damaged network (Ethernet) or cable (coaxial) ports should be reported to the ITS Help Desk by calling at 315.443.2677, by emailing help@syr.edu, or by stopping into 1-227 CST.

For building emergencies, please call 315.443.1234.