

Instructions on Connecting to EHCWireless for Windows

Prerequisites

Ensure that your wireless card is enabled and that you are connected to “EHCWireless”. You must also have Symantec Antivirus installed before you will be allowed on to the network. If you do not have Symantec please contact the Help Desk @ 276-944-6881 which is located in the basement of Kelly Library.

Installing Cisco Clean Access Agent

After connecting to “EHCWireless” open Internet Explorer or preferred browser. You will be redirected to the Clean Access web site and prompted to install the Clean Access Web Logon Facilitator.



At the login site use your Emory & Henry username (without @ehc.edu) and password. This will allow you to access the Clean Access download site.

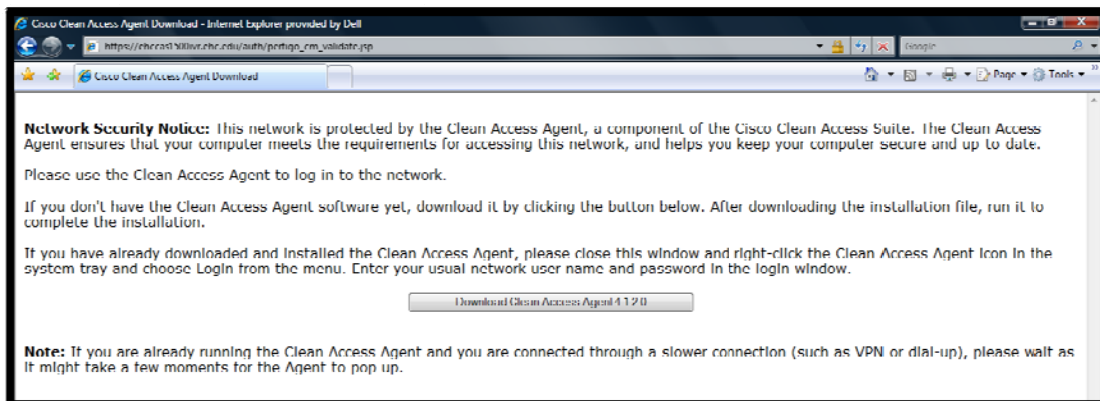
Emory and Henry Wireless Access Authentication

Username

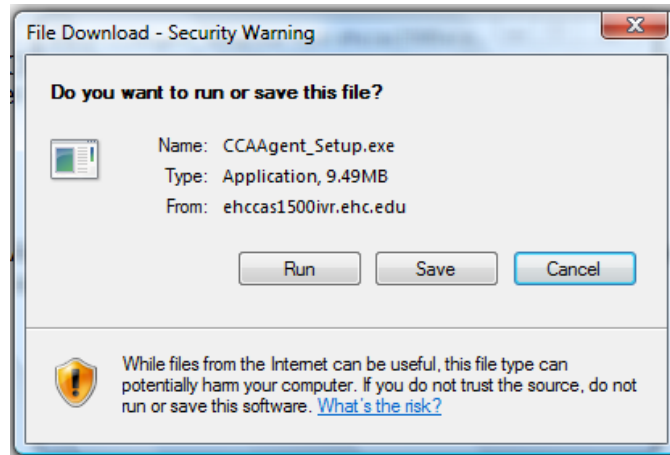
Password

Please provide your credentials to access this network.

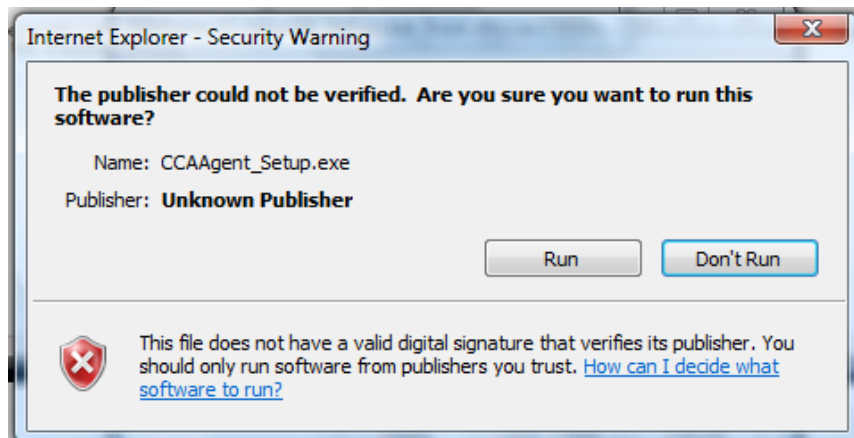
Click the Download Cisco Clean Access Agent link.



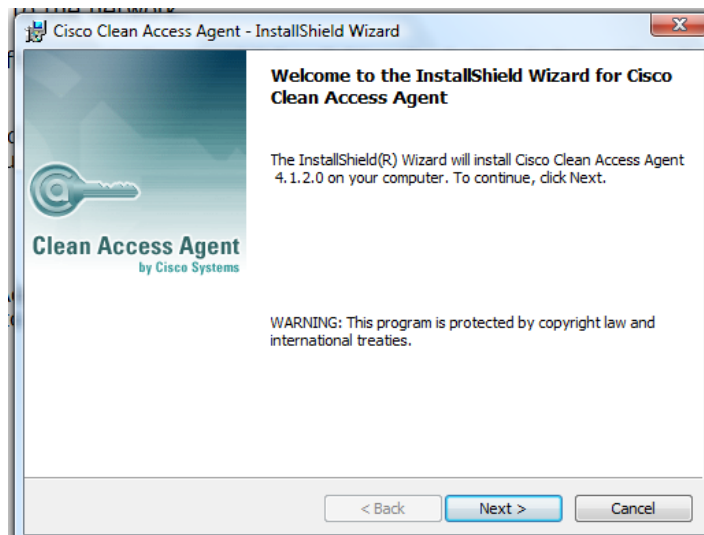
Once you have clicked to download link you will be prompted to run or download the file. For most users we recommend that you select the Run button.



You will be prompted to verify that you want to run the program by clicking Run again.



At the Install Wizard follow the on screen walkthrough instructions to install the Access Agent.

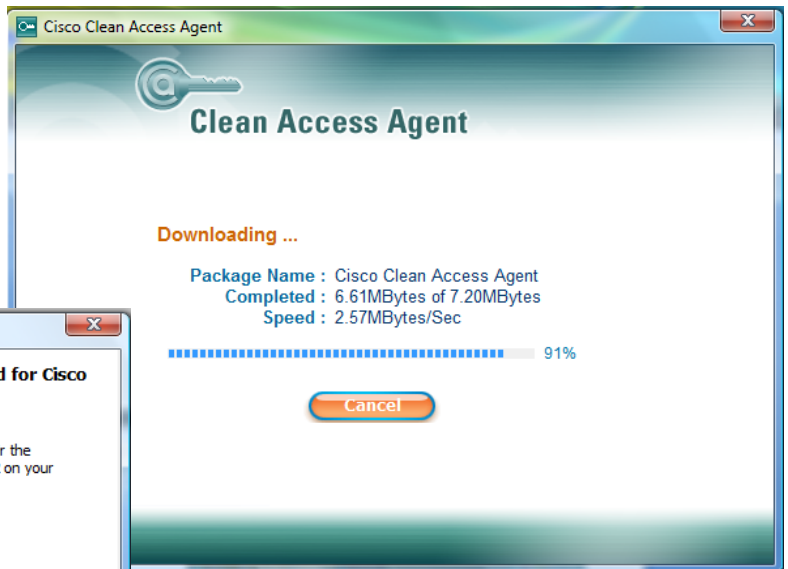
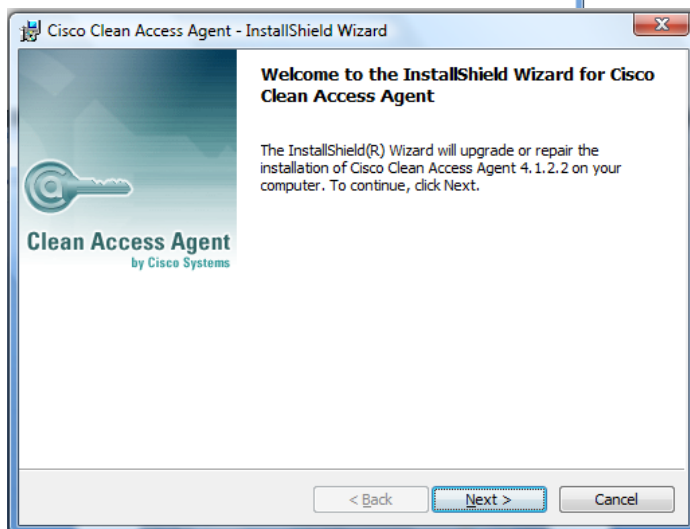
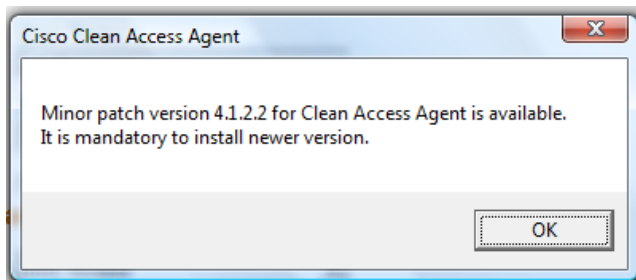


Logging in to Clean Access Agent

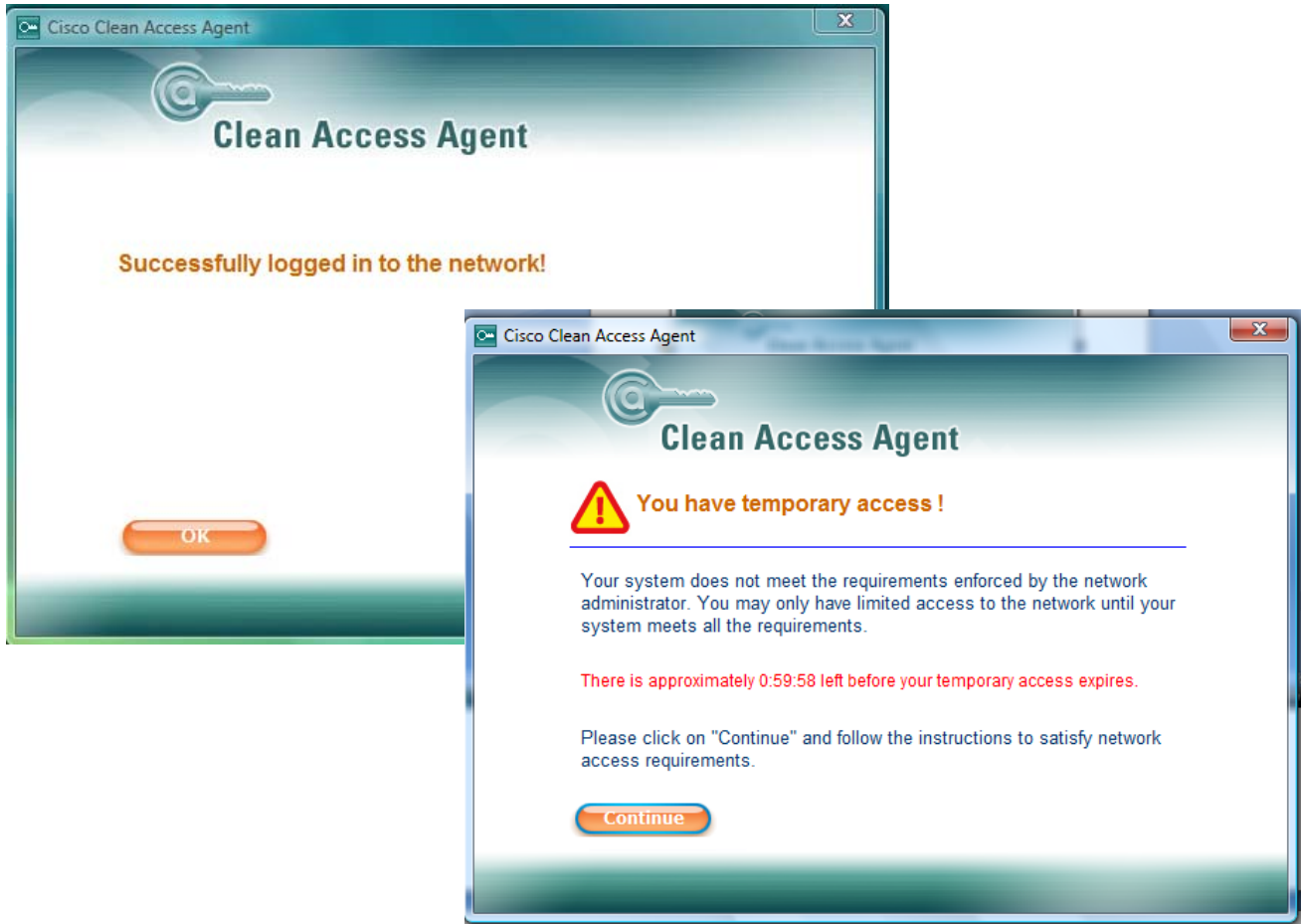
At the logon window for the Access Agent use your Emory & Henry username (without @ehc.edu) and password.



Upon the first time logging in to the Access Agent you may be prompted to install updates to the Agent as shown below. Follow the on screen walkthrough instructions.



Once you have login to the Access Agent you will get either a “Successfully logged in to the network” screen or the scanning agent will detect an issue with your computer and you will be given temporary access in order to correct the problem.



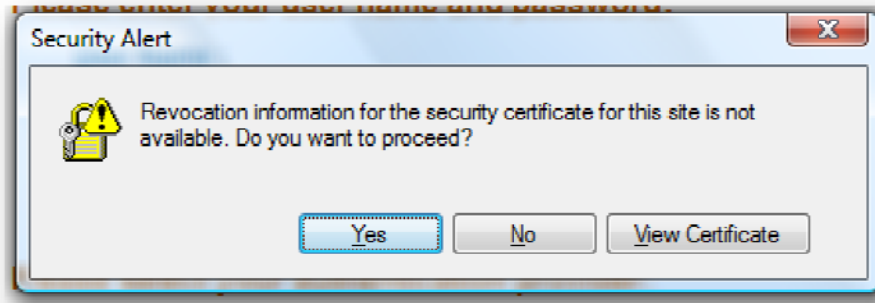
The two main causes for getting temporary access is due to either the antivirus definitions being out of date or there are Windows updates that need to be installed.

Click the Update button for the agent to do the updates for you or you can do the updates manually yourself. (Note: This may take a couple of minutes to complete.) After your updates are complete click on the Next button for the agent to rescan you computer.



Troubleshooting

If you continually get the follow popup window take the following steps:



First open Internet Explorer. Click on tools and go down to "Internet Options".

On the Internet Options window click on the "Advanced" tab.

Under Settings scroll down until you reach the Security section. Under Security uncheck the box beside "Check for server certificate revocation", then click the OK and Apply buttons at the bottom.

You will need to close Internet Explorer and reopen it in order to continue using the Access Agent.

