

Connect to the POETS network with SafeConnect

What is SafeConnect?

IT Services uses a Network Authentication Agent called SafeConnect to help keep the computers on the College network safe from viruses and unauthorized users. Each time your computer accesses the Internet, it is subject to infection from viruses, spyware, adware, etc. If your computer gets infected, it not only affects you, but it can also affect other computers by exposing them to viruses and network congestion.

We require that all computers connecting to the Poets wireless network (and the wired network in residence halls) use the SafeConnect Technology, which checks to ensure that all computers have:

- An anti-virus program installed (with up-to-date definitions),
- A functioning firewall,
- An up-to-date Operating System with the latest updates (Windows 10 or Mac OS 10.3 or higher),
- Detects and blocks peer-to-peer music, video and game sharing programs (per College policy).

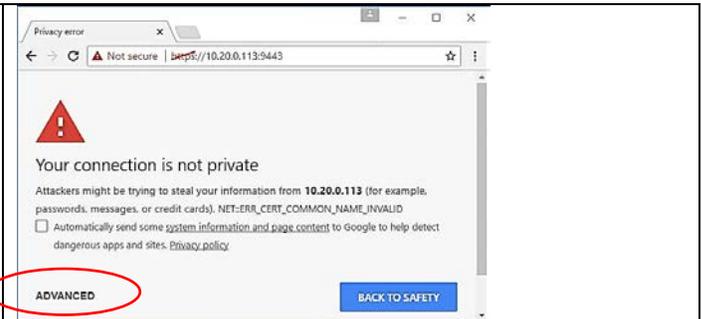
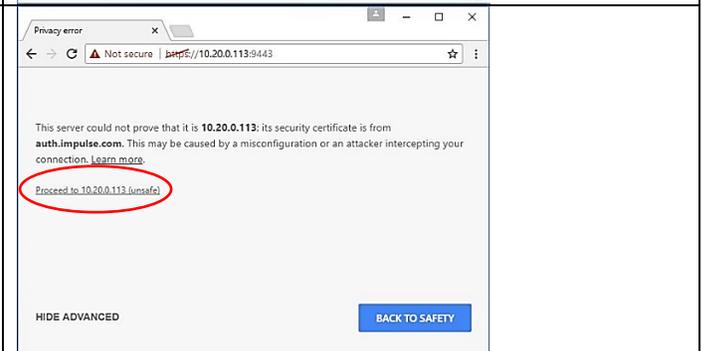
How Does It Work?

In the process of getting connected to the Poets network for the first time, the Safe Connect client is installed. The client checks for the items listed above and allows computers which meet the requirements to connect. The client helps computers that do not meet the requirements to get updated and connected. The College offers Sophos Antivirus free to students. This and other software is available on the my.whittier.edu Home tab—below Quick Links. If your antivirus program has expired or is about to expire, uninstall the old program before downloading and installing Sophos.

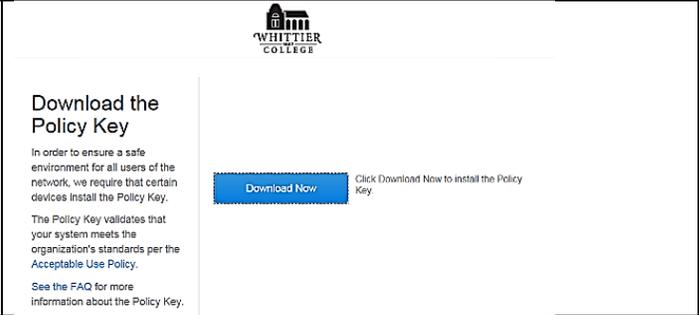
What types of devices need to install SafeConnect?

Devices that can use antivirus software, such as computers with Windows, Macintosh and Unix based OS software, have to install the Safe Connect software and have active anti-virus software. Devices that can login to the Safe Connect system, such as phones, Chromebooks and iPads, have to login only 1 time per year. After the first login, phones, Chromebooks and iPads should automatically connect for 1 full year. Devices that cannot login at all, such as smart TVs and game consoles, can be enrolled using this URL: <https://auth.impulse.com:8443/enroll> and these instructions: <http://orientation.whittier.edu/files/EnrolldevicewithSafeConnect.pdf>

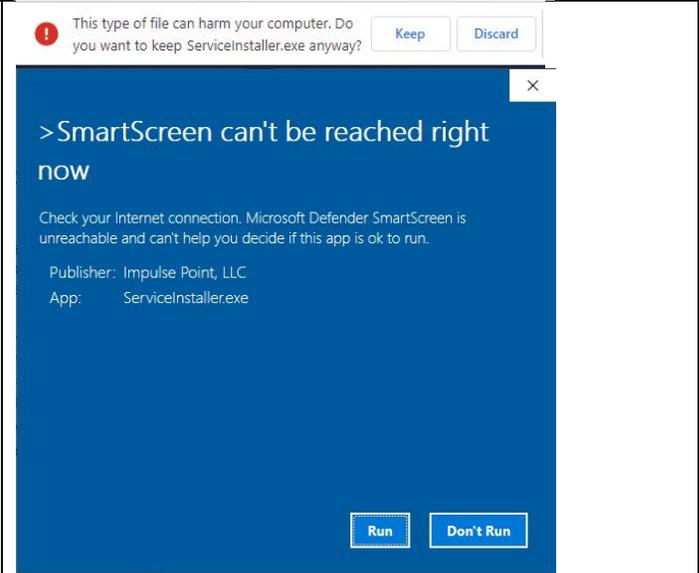
Get Connected

<ol style="list-style-type: none">1. Connect to the Poets wireless network. Check the box to Connect Automatically.2. A login window may automatically pop-up. YOU CANNOT USE THIS WINDOW. At the top, it usually says, “Join Poets”. Close this window and open a Web Browser.3. A SafeConnect login screen should load instead of your homepage. If your homepage is blank, browse to 10.20.0.113.	
<ol style="list-style-type: none">4. You may see a security warning, which may vary depending on the browser you are using.5. Click on Proceed to 10.20.0.113. It is safe to continue.	
<ol style="list-style-type: none">6. Use your my.whittier.edu credentials to login.7. Check the box to agree to the terms of use.8. Click on the Sign In button.	

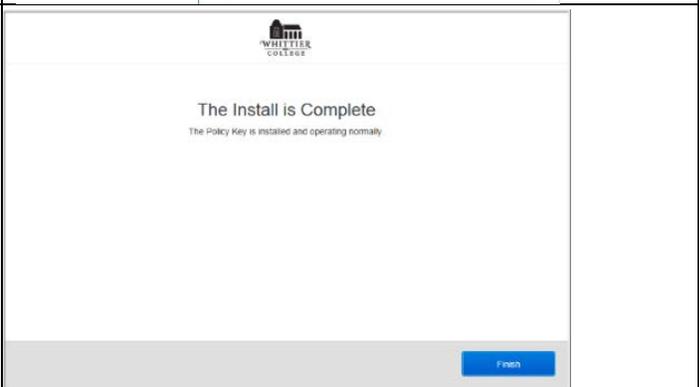
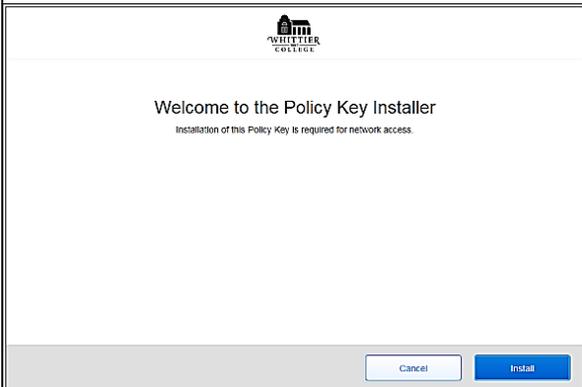
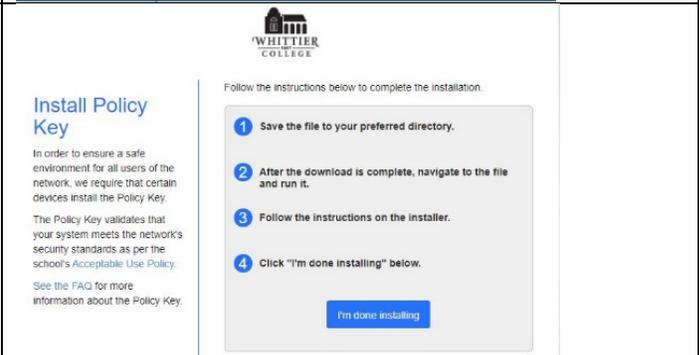
- 9. The following window should appear.
- 10. Click on the **Download Now** button to download the **Serviceinstaller.exe** program (PC) (**SafeConnectMacInstaller.pkg** on a Mac. You may need to go to the Downloads folder and double click on the installer to get started.)



- 11. You may see a number of warnings such as the 2 to the right. For the upper warning, click on **Keep**. For the SmartScreen message, click on **Run**.
- 12. You may also be prompted by a User Account Control warning to run the installation. Choose **Yes**.



- 13. Come back to the window to the right when the installation has finished. Click on the, **I'm done installing** button
- 14. You will see the 2 screens below while the software is installed.



14. If your system meets the minimum security requirements you now have access to the College network and your machine will present you with either the page you were trying to access or the Whittier home page.

If your computer does not meet the minimum security requirements, a page detailing your configuration problems will display.

Four common reasons to see the Action Required page are:

1. Antivirus program has active subscription, but virus definitions are out of date
2. Antivirus program subscription has expired.
3. No Antivirus program found.
4. Computer's OS is too old. Windows 7 and Mac OS 10.12 and older are not supported.

The College offers Sophos Antivirus free.

Click on the **Sophos (Free)** link to open a web page and get started.

Once an antivirus program is installed, you should have full access to the network.

The Safe Connect system will want you to check in once a month. You will need to open a browser window and enter your myWhittier username and password to login.

WHITTIER COLLEGE

Action Required

Your device does not have anti-virus software installed.

Your network access from this device is currently suspended.

Your device is out of compliance with our network policy, but don't worry! Compliance issues are usually minor and simple to fix.

Just follow the steps we've outlined for you and you'll be right back on the network.

Our policy requires that anti-virus software is installed, running, and up to date.

- 1 Request temporary access to install anti-virus on your device
- 2 Use your Whittier College email and follow the instructions to download Sophos Home Commercial Edition for free
 - Sophos (Free)
- 3 Download and install the Anti-virus application.
- 4 Click "Check Again" below.

You can request temporary access for 15 minutes by clicking the 'Temporary Access Request' button below.

Request Temporary Access

Check Again

