UCDC IT FREQUENTLY ASKED QUESTIONS

Quick Tips
⇒ Make sure that you changed your UCDC **initial password** before connecting to the UCDC-BYOD Wi-Fi.
⇒ Use the UCDC-BYOD Wi-Fi network. The UCDC-GUEST Wi-Fi network is reserved for day visitors.

ISSUE	POSSIBLE CAUSE & RESOLUTION
I'm unable to connect to the UCDC-BYOD Wi-Fi network	**Changed your initial password prior to arriving at UCDC?** **Yes** - Follow the instructions for connecting to the UCDC-BYOD network (see https://www.ucdc.edu/it-support/accessing-ucdc-network#Wireless). **No** - Go to the Computer Lab and click on the Forgot my password link on the logon screen (see https://www.ucdc.edu/it-support/about-my-ucdc-network-account#password).
	Connected to UCDC-GUEST or another Wi-Fi network by mistake? 1. Forget the UCDC-GUEST Wi-Fi network in the Network Settings of your wireless device. Refer to your manufacturer's instructions. 2. Follow the instructions for connecting to the UCDC-BYOD network (see https://www.ucdc.edu/it-support/accessing-ucdc-network#Wireless).
	Locked out of your UCDC account? Go to the Computer Lab and follow the steps to Unlock My Account (see https://www.ucdc.edu/it-support/about-my-ucdc-network-account#Unlock).
I don't know my User Name and Password	Search your personal e-mail account(s) for an e-mail entitled *Welcome to UCDC*. If you are unable to locate this email, submit an IT support request via email to itsupport@ucdc.edu.
I changed my UCDC network password, but forgot it	Go to the Computer Lab and click on the Forgot My Password link on the Windows logon screen of any computer
I'm connected to the UCDC-BYOD Wi-Fi network, but unable to access the Internet	Web browser did not reset after the registration of my device. Restart your device.
	Web browser is stuck on a previously accessed web site. Try accessing a web site that you have never accessed before (for example: https://helpdesk.ucdc.edu)
Any other IT issues	Submit a Helpdesk Ticket by sending an email to itsupport@ucdc.edu.