

University of Texas at Arlington



Guide for Ethernet, Cable Television, and Telephone Services

Last Updated: July 2007

CABLE TELEVISION

UTA has contracted with Time Warner Cable for cable service in all residence halls, Arbor Oaks Apartments, Meadow Run Apartments, and Timber Brook Apartments. If you are a resident in any of these properties, the following applies to your room/apartment:

Each cable connection shall provide expanded-basic service. Residents may contract for additional services, such as premium stations, by contacting Time Warner Cable directly and paying for such services.

While UTA wants each resident to have the best service possible, UTA does not guarantee cable service shall be available at all times. **Service outages shall be reported directly to Time Warner Cable.**

**Service calls are to be directed to:
Time Warner Cable, 1-888-824-8040**

Resident must provide UTA phone number, street address and room / apartment number when contacting Time Warner Cable .

ETHERNET SERVICE

High-speed Ethernet access is provided in all residence halls, Arbor Oaks Apartments, Meadow Run Apartments, and Timber Brook Apartments.

The University provides 10/100 megabit Ethernet connections as noted in the following chart:

Property Type	Property Name	Ethernet Connections Provided
Residence Hall	All	Two Ethernet connections (two ports) are located adjacent to each resident's desk. This configuration provides two Ethernet connections per resident.
Apartment	Arbor Oaks, Meadow Run, Timber Brook	Two Ethernet connections (two ports) are located in each bedroom, and two Ethernet connections (two ports) are located in each living/dining area. This configuration provides four Ethernet connections in a one-bedroom apartment and six Ethernet connections in a two-bedroom apartment.

Each Ethernet outlet location provides two connections (two ports). Residents may connect their desk top computer to one port and their lap top computer to the adjacent port. Providing two connections (two ports) at each Ethernet outlet location also provides a measure of redundancy in the event that a problem affects one of the connections.

The Ethernet access allows each resident access to the Campus Network, the Internet and university email accounts. Devices other than personal computers are not supported by ResNet. The Housing office, the Office for Students with Disabilities, and Office of Information Technology will coordinate efforts to accommodate special devices that might be required by students with special needs

To set up service, the resident only needs a computer and a properly installed Ethernet card. While the

University cannot install the Ethernet card in your personal computer, most Ethernet cards come with easy-to-follow directions. Should further installation assistance be required, you may want to contact the computer manufacturer or a private service.

ResNet

ResNet requires all users to verify themselves in order to receive access to campus network resources. The method used to authenticate is very simple and makes use of the NetID account that is issued to every student.

To authenticate simply open up a browser window (Internet Explorer, Netscape, Mozilla, etc) and you will see the new login page for UTA ResNet. Enter in the NetID username and password information you use to access computer resources across the campus and to check Exchange e-mail.

What is my NetID?

Your NetID will be your first, middle, and last initial followed by the last four digits of your UTA ID number at the time you first enrolled at UT Arlington. **For students admitted prior to Summer 2006**, the UTA ID number was usually the SSN unless you requested or were given a generic ID number. **For students admitted for Summer 2006 or later**, the UTA ID number will be a randomized number generated when you applied to the University. Please note, your NetID is permanent and will **not** change while you are a UT Arlington student.

What is my Password?

For students admitted prior to Summer 2006:

The default password will be the two-digit month, day, and year of your birthday followed by the first two digits of your UTA ID number at the time you first enrolled at UT Arlington (usually the SSN unless you specified to have or were given a generic ID number). Before you can use any network resources, you must change the default password. The easiest way to change your password is through logging to your MavMail e-mail account at <http://owa.uta.edu>. You will be prompted automatically to change your NetID password. Additional account maintenance (manage identity, reset password, create alias) is available at <http://www.uta.edu/selfservice>. For example, John Q. Public was born on October 31st, 1924 and his social security number is 298-47-0938. His default password would therefore be 10312429.

For students admitted for Summer 2006 or later:

You will be given a temporary *randomized* password by the Admission's Office in an e-mail (if an email address was provided by you) or via postal mail. Before you can use your account, you will need to activate it through <http://www.uta.edu/selfservice>. If you have not received your temporary password through the Admissions Office, please contact the Help Desk at helpdesk@uta.edu or (817)272-2208.

Additional account maintenance (manage identity, reset password, create alias) is available at <http://www.uta.edu/selfservice>.

ResNet provides authenticated access to the campus network and also provides a measure of protection to ResNet users. Before the installation of ResNet, many students had their computers either infected by various worm programs or network propagated viruses. One benefit of using ResNet is that those types of events should occur far less often.

ResNet does two things; it requires you to login to the network in order to access campus network or Internet resources and the IP address assigned to your system may be different than what you have seen

previously. It is hoped that these changes will decrease issues caused by malicious programs distributed across the network, and will increase overall network stability.

**If you have any questions about ResNet,
please contact the OIT Help Desk at 817-272-2208.**

The residence hall lobbies and the Meadow Run Clubhouse are all equipped with wireless internet. Instructions for formatting your laptop for a wireless connection can be found online at <http://www.uta.edu/wireless>.

UTA Residential Network Responsible Usage Policy

The University of Texas at Arlington provides in-room network connections in selected on-campus residences. Residents can use the network connections to connect their personal computer to the Campus Network and the Internet. It is each network user's responsibility to use these services in a responsible and ethical manner. All members of the UTA community are expected to use the computing and networking resources in accordance with UTA policy: <http://www.uta.edu/uta/wwwteam/citup.html>.

While UTA does provide in-room network connections, it does not guarantee that your equipment will be compatible. Network users are responsible for all necessary hardware/software to connect with the in-room network jack/outlet.

The network hardware and wiring in residential rooms are not to be damaged or altered in any way, such as removing faceplates, or tampering with existing wiring. **Extending the campus network in any fashion such as using a router, wireless access point, switch, or ethernet hub is not allowed.** Any device configured as a router or set up for home networking that assigns IP addresses will cause problems for other users on the network and will be immediately disconnected. Equipment that acts as a DHCP server is strictly forbidden.

Each network user is expected to use the networking resources in accordance with copyright laws. This includes (but is not limited to) using copyrighted or protected software, files, or materials with proper authorization.

Each network user is expected to use the computing resources responsibly and efficiently. Network users are not to deliberately waste computing and networking resources or prevent others from accessing the network by sending chain letters, mass mailings, playing network games, printing unnecessary files, assigning IP addresses rather than using those distributed by the campus DHCP server, etc. Each network user is expected to respect the privacy of other network users. Network users are not to copy and/or modify others files and passwords. Nor are network users to try to gain access to another computer system without proper authorization. Network users are not to harass others with unwanted mailings or messages.

Network users are expected to use the computing and networking resources for academic purposes. Your network access should never be used to conduct a business or political campaign. Network users are expected to avoid sending anonymous mail and/or messages, as well as sending mail and/or messages under another person's name.

It is each network user's responsibility to protect his/her computer access. Each network user is expected to protect his/her computer account with a password. Network users are not to share their access codes with others. Each network user is responsible for his/her own computer account/network access and will be held accountable for any infractions.

Network users should take steps to protect their personal equipment through the use of surge protectors. UTA will not be responsible for power surges and any damage resulting from a power surge.

UTA is not responsible for the content or accuracy of information accessed via the Internet. Each network user should verify the veracity of materials received via the Internet. UTA is not responsible for damage resulting from hostile programs and/or files received via the Internet.

Network users are expected to exercise good judgment when deciding whether to open/download materials.

It is each network user's responsibility to use the computing and networking resources in accordance with UTA policy and applicable state and federal laws. Violations of these policies and laws could result in disconnection of services, financial charges, university disciplinary actions and/or criminal prosecution.

OIT Help Desk

102A Central Library
817-272-2208
helpdesk@uta.edu

The information to follow outlines the services OIT will provide for personal computers and network services.

The OIT Help Desk can help you with:

- ✓ Usage of your UTA computer accounts for NetID, OMEGA and GAMMA
- ✓ Password problems on NetID, OMEGA and GAMMA
- ✓ Student Web space on students.uta.edu or omega.uta.edu
- ✓ Setup instructions for ResNet connections
- ✓ Provision of and support of on-line tools: help guides, password reset utility, password change utility, account activation

Support on baseline-software on computers in OIT Computer Labs

Escalation Service - The Help Desk will escalate any of the above issues that cannot be resolved by a Help Desk agent and that are the responsibility of another OIT support group to the appropriate group.

The OIT Help Desk cannot assist you with personal-computer problems.

If you have hardware or software problems on your personally owned computer, we suggest you contact the retail center from which the machine was purchased or another repair center.

The OIT Help Desk cannot ensure that your personal computer will access the network.

OIT will only address valid concerns regarding improper functioning of the network itself. This policy is equivalent to that of other Internet service providers such as AOL, MSN, etc. Private ISPs will not troubleshoot your computer and are not responsible for ensuring your computer works and makes the proper connection.

If your personal computer is in need of repair, repair centers including Best Buy, CompUSA, and Fry's Electronics, are located in the area.

Time Warner Cable Internet

Students may wish to use Time Warner Cable for Internet service access if they choose to use services Resnet is not designed to support, or not allowed by the University. An example is for those students who choose to use services such as Napster, Kazaa, Morpheus, Grokster, or any similar services establishing a "peer-to-peer" network connection. Since these types of services cause a significant drain on network resources, the University has blocked or limited bandwidth access.

Students may wish to use Time Warner Cable for Internet service access if they desire to use services or deploy devices that Resnet is not designed to support. For example Resnet is not designed to support game playing software or devices such as an X-Box or PlayStation. While no efforts are made to specifically stop game play on Resnet there are no resources available to ensure network games work.

If the student is only using services allowed by the University, there will be no reason to purchase any Internet service(s) from Time Warner Cable. If a student chooses to obtain Internet service from Time Warner Cable, he or she should contact:

Time Warner Cable
972-445-5555

Time Warner Cable will bill the service cost directly to the student. The student is responsible for all required equipment and installation fees, if any. The University does not endorse, nor is it responsible for any service or issues with Time Warner Cable Internet.

TELEPHONE SERVICE

UTA provides telephone service in all residence halls, Arbor Oaks Apartments, Meadow Run Apartments, and Timber Brook Apartments. If you are a resident in any of these properties, the following applies to your room / apartment:

**Telephone service calls are to be directed to:
UTA Telecommunication Services
817-272-5011**

Each provided telephone line includes metro phone service for the Dallas – Fort Worth area.

Each occupant is required to provide his or her own personal phone instrument. UTA will not provide telephones.

UTA does not provide student voice mail service or call notes and is not available through any other provider. It is recommended that residents utilize an answering machine for recording missed calls.

All phone lines have call waiting capabilities. To turn on call waiting, press *70. If you would like to turn it off, press *71.

Long-distance services can be acquired through outside long-distance companies (in the form of calling cards using toll free, 1-800-xxx-xxxx, access numbers or local number access), cellular phones, and prepaid phone cards. Please note that companies using access codes beginning with 1 plus the area code

or 0 plus the area code are not compatible with the UTA telephone system. Long distance calls may be charged to MasterCard, American Express, Diners Club, Visa, Carte Blanche, as well as a number of long-distance services.

Residents are not permitted to accept collect calls on their University-supplied phone line. Residents who accept collect calls will be required to reimburse the University all appropriate amounts and may face disciplinary proceedings.

Dialing Instructions:

On Campus:

Dial 2 + the last four (4) digits of the on-campus telephone extension

Off Campus:

Dial 9 + the three (3) digit area code and seven- (7) digit telephone number
(Metro Calls Only)



THE UNIVERSITY OF TEXAS AT ARLINGTON
Housing and University Center
www.uta.edu/housing