

Computing at Bromley Hall

The internet access and network at Bromley Hall is one of the best on campus and as such it is important that we take precautions to be sure it is functioning at its best at all times for all our residents. It is managed by a local, professional Information Technology group. The following is an overview of what you can expect - and what is expected of you - when getting connected and while using the Bromley Hall Network (BHNet).

1. Access to BHNet is not a right, but rather a responsibility. All residents are required to formally acknowledge that they have read and agree to the "Acceptable Use Policy" established for residents, when they first log-in to BHNet. Failure to follow the acceptable use policy and any addendums made during the year could result in permanent disconnection from the network for the rest of the academic year. The University and law enforcement will be notified for abuse of the network, in order to better protect the local network, the University network, and the Internet.
2. Please visit the computing desk in Bromley Hall's lobby on move-in day for any additional updates, or for assistance. This support will also be available throughout the school year on an "as technicians are available" basis. After the move-in days support can only be requested via email. Please contact our support staff at: support@bromleyhall.com. You should include your name, room number, phone number and a brief description of your problem. Our techs usually reply within 24 hours and may suggest a simple fix or setup an appointment for on-site support.
3. Routers, gateways, wireless access points, and printers with wireless enabled are NOT ALLOWED on BHNet, as they can interfere with the Bromley Network. **You can bring a printer to campus, but you must be able to have its wireless turned off to avoid interfering with the building wireless network.** If you need assistance with your printer please contact the technology support team at support@ygtechnologies.com.
4. It will be your responsibility to ensure that your machine has all current Critical updates PRIOR to connecting your computer/system to the Bromley Network. On Windows, go to your control panel and click the "Windows Update" button. For Mac's make sure you run updates under system preferences->Software Update.
5. You must ensure that your machine has anti-virus software and that it is updated regularly – and automatically. This software is available at no charge from the University and can be downloaded with your University student login from: <https://security.illinois.edu/content/windows-antivirus>
6. No server software is allowed on BHNet (including those clients which allow for the illegal downloading of copyrighted music and videos such as Kazaa, Gnutella, LimeWire, uTorrent, etc...). In accordance with policies, you will be reported to the proper authorities and the RIAA if found to be downloading or providing copyrighted materials, such as music or movies. We will also comply immediately with any requests from law enforcement or the copyright holders on this issue.
7. Each room contains one Ethernet jack Bromley Hall will provide a 4 port switch in each room allowing each resident to have a wired connection in the room (do not bring a router or wireless router as they will be automatically disabled by the network management software). These will allow multiple devices to be connected at the same time. You will also need a cable to connect your computer from the switch. If you have a mac or windows computer without a network port, you'll need to purchase an adapter that will allow you to connect a network cable. **You have a limit of 5 devices that can be connected to the network, wired or wireless at one time.**
8. Gaming devices are allowed, but are not supported by our technology group. These devices can usually be made to work; oftentimes, other residents will be able to assist in getting an Xbox or PS3 up and running. You can also visit <http://www.ygfinancial.com/technologies/tbd/bromley> for instructions.
9. Please do not contact our Internet Technology support staff regarding Cable Television questions/problems. Additional information regarding premium cablevision stations, etc. will be available upon arrival. We can tell you to bring a coaxial television cable with you, though – as they are not provided. Radio Shack usually has these available.
10. Bromley has an in-building Ruckus wireless network that provides wireless throughout the building. Even though it is a high quality wireless network, wireless in general has limitations. The wired network is the only fully supported network in the building, and it is important that you register both your wired and wireless connections using the instructions that will be provided at move-in.