

Remote Access to CSU, Chico with WindowsXP

This document will direct you through the steps necessary to configure your WindowsXP computer to communicate on the Internet with Internet Explorer.

What you will need to complete this installation:

- A current CSU, Chico Portal account (you will need to know your user ID and password). If you do not already have a Portal account initialized, you can do so at <http://www.csuchico.edu/stcp/portal/>. You will need your Chico State ID number to set up your Portal account.
- A PC with WindowsXP installed
- A 56k modem (if you are going to buy a modem, get one that supports the v.90 standard)

***Note:** Some of the software available for download over the Internet is SHAREWARE! Most of the software is protected by United States and other copyright laws, and is distributed as "demonstration" software. Please read the software license agreements that come with every part of the software packages that you use. Some software packages are free of charge if they are used for educational purposes. The California State University makes no warranties, implied or written, as to the validity and usability of the software it recommends or distributes. The user is bound by any use-agreement within specific software programs and their copyright holders.*

I. Setting up Dial-Up Networking

1. Click on the "Start" button; select "Connect To" → "Show All Connections".
2. On the left side of the window that appears click on the "Network Tasks" icon. On the menu that drops down click on "Create a New Connection." This will start the Connection Wizard.
3. Click "Next".
4. Select the option labeled "Connect to the Internet" and click "Next".
5. Select the option labeled "Set up my connection manually" and click "Next".
6. Select the option labeled "Connect using a dial-up modem", and click "Next".
7. In the field labeled "ISP Name" enter "CSU Chico." Click "Next."
8. Enter the following number in the "Phone Number:" box:

Wildcat Dial-up 56K: 592-1120

- Modem speed listed is maximum connection speed; actual speed will vary
 - Use of this modem pool is restricted to individuals with a Wildcat Dial-up Service Account. To activate an account, contact CASV at 898-6868.
9. Click on "Next."
 10. On the next screen choose who should be allowed to use the connection. The most common choice is "Anyone's use."
 11. Click on "Next."
 12. Enter your WildcatMail username and password in the appropriate boxes and click "Next".
 13. Select whether or not to leave the two checkboxes filled. The most common method is to leave them filled. Click on "Next".
 14. Your connection is now completed. On the final screen, make sure to fill in the checkbox that specifies "Add a shortcut to this connection to my desktop." Click on "Finish".

Connecting to the Internet

To connect: Double-click on the *CSU, Chico* shortcut on your Desktop. Once you are connected, you can open Internet Explorer from the icon on your desktop to browse the web.

To disconnect: When you are completely done with using the Internet (**DON'T DO THIS NOW**) and you want to disconnect, double click the two-computer icon in the system tray (lower right-hand side of the screen by the clock) and click on "Disconnect".

III. Updating Windows and Internet Explorer

Internet Explorer is included as a part of Windows. However, it may not be an up-to-date version. Student Computing suggests that you install any critical updates for your operating system and web browser that Microsoft recommends.

To install critical updates you should:

1. Connect to the Internet and start Internet Explorer
2. In the Internet Explorer address bar, type in:
<http://www.windowsupdate.com>
3. You will be prompted to install the Windows Update tool. Click "yes."
4. After the tool installs, it will search your computer to see what upgrades are available and give you a list of patches and upgrades to install. Select all of the critical updates and click on **Update**.
5. When prompted, click on **Start Download**.

IV. Optional Add-ons

A. RealPlayer

RealPlayer allows you to watch and/or listen to both live and archived streaming broadcasts over the web. At CSU, Chico it is most commonly used for web-based classes through WebCT and HorizonLive.

1. Connect via remote access to CSU, Chico and use Internet Explorer to browse to: **<http://www.csuchico.edu/stcp/online/downloadsw.shtml>**
2. Click on the link labeled **RealPlayer**. This will take you to Real's website.
3. On the right side of the screen click on the "Get RealPlayer – Free" link.
4. When prompted, save the installer to your desktop.
5. Double-click on the installer. Follow the instructions to install RealPlayer.

B. Adobe Reader

Adobe Reader allows you to view Portable Document Format (.pdf) files. Online documentation is usually compressed and placed in the common PDF format so that anyone can be viewed regardless of computer platform using Adobe Reader.

1. Connect via remote access to CSU, Chico, and use Internet Explorer to browse to :
<http://www.csuchico.edu/stcp/online/downloadsw.shtml>
2. Click on the link to Adobe Reader.
3. Follow the instructions on Adobe's web page to download Adobe Reader and install it.

V. Frequently Asked Questions

How do I change my password?

You can change your password from the following website:

<http://www.csuchico.edu/stcp/portal>

I'm dialing the Wildcat Dial-up with my 56k modem, and it is not as fast as I expected it to be. It keeps hanging up on me.

If your modem is flash-updateable, get the latest flash from your modem manufacturer. Also check for updated drivers for your modem. If you are unsure of the brand and model of your modem or of where to find updated drivers/flashes for your modem, call the Student Computing Help Desk.

My older modem has problems connecting with the Wildcat Dial-up.

Some older modems may have problems connecting with the newer v.90 digital modems that the Wildcat Dial-up provides. Call Student Computing at 898-HELP (4357) and speak with a remote access tech on possible ways to get your modem to connect.

For help call or email:

Student Computing

Phone: (530) 898-HELP (4357)

Email: helpstu@csuchico.edu