CNIT Technology Orientation

safe connect
network access control

CNIT welcomes you to Heidelberg! CNIT is the acronym for our **C**omputer **N**etworking and **I**nformation **T**echnology department. CNIT offers Helpdesk assistance to all students, faculty, and staff. At the Helpdesk we offer device repair and troubleshooting services, including virus removal, software installation, onboarding devices to the WiFi, part replacements, and various other services. You can request assistance by stopping in (Bareis Hall, Room 309), submitting a Service Desk Request (bit.ly/cnit-service-desk), or calling (419-448-2088). During the school year the Helpdesk is open Monday through Friday, 8 AM to 5 PM.

Getting Started

To gain access to many of Heidelberg's technology resources you must complete the following steps:
1. Log into your Oasis account for the first time (https://oasis.heidelberg.edu)
2. Change your Oasis PIN
3. Set your NetID (e.g. jsmith or jsmith1) password in Oasis (Personal Information > My NetID Information)
4. Log into your G Suite account using your Heidelberg NetID and password

If you have already completed these steps, you do not have to complete them again.

Your Oasis ID is a 9-digit number (e.g. 000123456) that can be found on your Student ID card, or by visiting the Registrar's office. This ID is used only for logging into Oasis. For logging into other resources you will use your NetID. If you have forgotten your Oasis PIN, go to Oasis, enter your Oasis ID, then click the Forgot PIN button. If you have trouble with your Oasis account or have been locked out of your Oasis account, please contact the Registrar.

Your Heidelberg NetID is a username and password which are used to access your Heidelberg G Suite account, log onto our campus ResNet and WiFi, to print to any of the printers in our computer labs, and to use the Canvas learning management system. Think of your NetID as your key to the campus network and the Internet. If you forget your NetID password, log into Oasis, select Personal Information, then select My NetID Information. On this page you can reset your password. Please allow 3-5 minutes for the changes to propagate on our servers.

Getting Connected to the WiFi

Android devices:
1. Open Google Chrome and navigate to heidelberg.myweblogon.com
2. Click the blue "Student | Faculty | Staff" button
3. Under Step 1, click the Download button
4. The Google Play Store will present the "SecureW2 JoinNow" app.
5. Tap Install (NOTE: SecureW2 requires your phone to have a passcode lock. If you do not have a passcode lock, please establish one under Settings > Security & location > Screen lock)
6. In the SecureW2 JoinNow app, enter your Heidelberg NetID and NetID password.
7. Tap Continue.
8. If your Heidelberg NetID and password were typed in correctly, you should be successfully connected to the new HU_SECURE. A popup will appear reporting "Successfully connected to: HU_SECURE.
9. Tap Done. You will be directed to Heidelberg's homepage.
10. To prevent your phone from re-connecting to HU_START-HERE in the future, open Settings > Network & internet > Wi-Fi > tap and hold HU_START-HERE and select Forget Network.

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iOS devices:

1. Open Safari
2. Go to heidelberg.myweblogon.com
3. Select the blue "Student | Faculty | Staff" button
4. Enter your Heidelberg NetID
5. Click JoinNow
6. If you are asked to save your password, choose the "Not Now" option
7. There will be a pop-up that says, "This website is trying to download a configuration profile. Do you want to allow this?" Click Allow
8. Click the close button
9. Open Settings
10. Select Profile Downloaded from the menu on the left
11. Tap Install
12. If prompted, enter your passcode. (device password)
13. If a certificate warning message appears, tap "install"
14. Tap Install
15. Enter your Heidelberg NetID password
16. Tap Next
17. Tap Done
18. If your device doesn't automatically connect to HU_SECURE, the open Settings > Wi-Fi, and click on HU_SECURE
19. Select Wi-Fi from the menu on the left
20. Select HU_SECURE. You are connected when the blue check mark appears next to HU_SECURE
21. To prevent your phone from re-connecting to HU_START-HERE in the future, open Settings > WiFi > HU_START-HERE > ⓘ > Forget this network > Forget

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We are completing many updates this summer to improve our services. These directions are subject to change. **For up-to-date information about logging onto the WiFi, getting your copy of Microsoft Office, and additional services we offer, please visit the CNIT Technology Orientation Packet - bit.ly/cnitorientation.** If you have any questions at any time, please contact us through the Helpdesk form!

Tech Orientation Packet	**Service Desk Android App**	**Service Desk iOS App**
bit.ly/cnitorientation	**Google Play Store**	**Apple App Store**