

Wifi/Internet

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Guest wireless internet (WiFi)

The NTCC guest wireless internet is available for all students and guests, and personal devices of employees. It should not be used for devices owned by NTCC.

Wireless internet coverage covers most of the interior of all NTCC campuses and sites, as well as limited areas in NTCC campus parking lots. Outdoor coverage generally covers the first couple rows of parking lots. We are in the process of expanding indoor coverage and tuning outdoor coverage.

Wireless settings

- Wireless network name: NTCC Guest
- Password: gogators (all lowercase, no spaces)

To offer the best experience, the guest wireless is delivered via 5Ghz wireless only. Most computers and mobile devices made in the last 10 years should be compatible, but compatibility with your device cannot be guaranteed. If your personal computer has issues connecting to the wireless, you can check a laptop out from Student Services.

Important Disclaimers

Wireless internet is provided at a "best-effort" level. While NTCC IT strives to provide complete indoor and outdoor coverage, there may be areas where there is not sufficient coverage to provide a usable internet connection.

Some user's personal devices may not work on the guest wireless internet. NTCC IT provides **NO** support for personal devices for any reason

VPNs will not work on the NTCC Guest wifi. Per Louisiana State Office of Information Technology rules, all ports not directly related to web browsing (ports 80 and 443) are blocked. NTCC IT cannot unblock any other services. This includes both corporate VPNs and personal/privacy VPNs. (Nord, PIA, etc.)

You MUST accept and use the DNS server provided by the NTCC network DHCP server. All other DNS servers such as Google, (8.8.8.8, 8.8.4.4) Cloudflare, (1.1.1.1) or any others will result in your device not having internet.

All websites visited are logged. Only the URLs visited are logged. The content of the page or data you enter is not logged.

Many non web-based email clients will not work

NTCC VPN

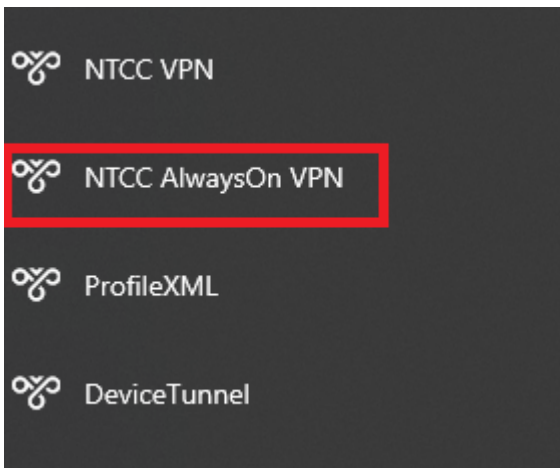
When not on one of NTCC's campuses, you should always connect to the NTCC VPN. Connecting to the VPN permits access to many resources and ensures that your computer gets the latest updates and security settings.

NTCC has 2 VPNs, one is manual while the other is automatic. The NTCC AlwaysOn VPN is the automatic one, and the NTCC VPN is the manual one. Both are accessible from the network system tray icon by the clock.

NOTE: You MUST be connected to the Internet to use the VPN, such as home WiFi.

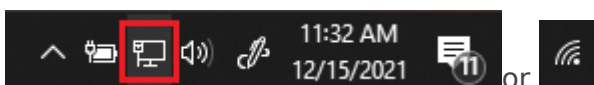
Automatic connection to NTCC AlwaysOn VPN

- This VPN should automatically connect whenever you are off campus and connected to a Wifi. If you do not see this connect, please try the manual version.

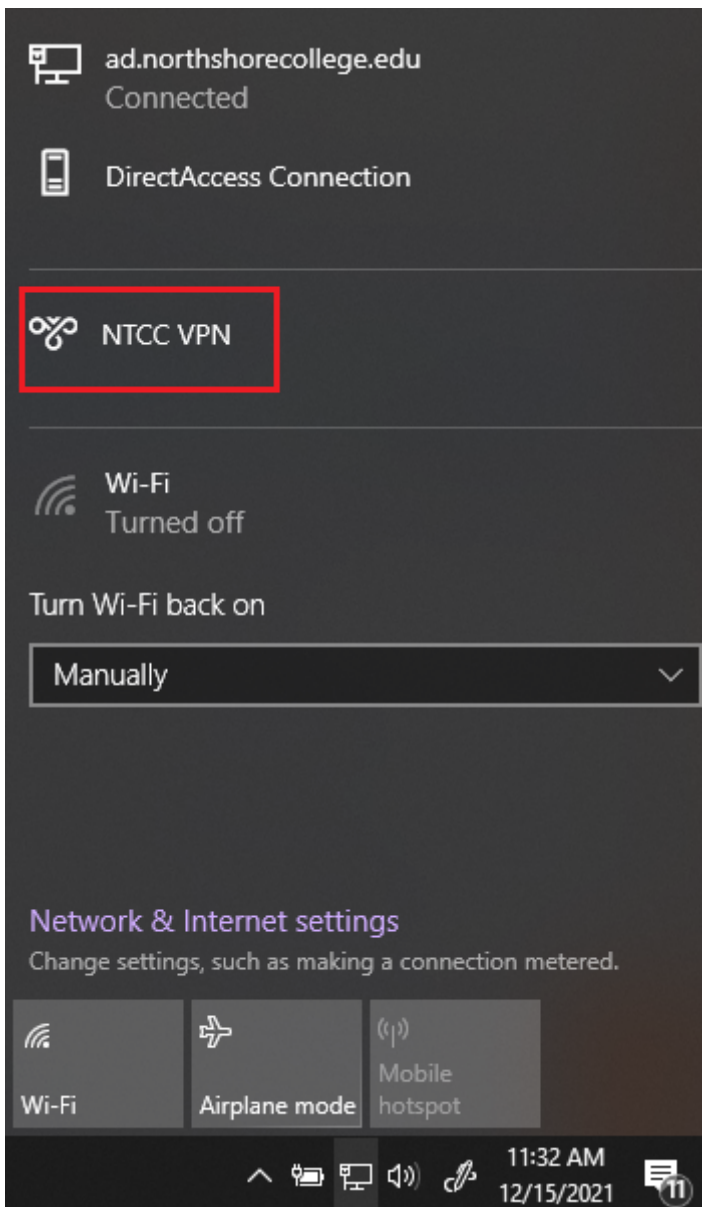


Connecting to the NTCC VPN (manual)

- Click on the Internet/WiFi icon at the bottom of your taskbar.



- Click on **NTCC VPN**.



- Select **Connect**. It will say "Connected" once the login process is complete.



- Click on **Disconnect** when finished using the VPN. The VPN will also automatically disconnect when you shut your laptop down, restart it, or put it to sleep.

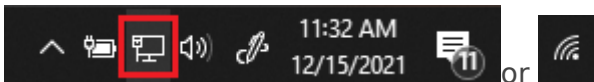


DirectAccess VPN (automatic)

The DirectAccess automatically connects. But, you can verify whether it is successfully connected or not. If you are unable to connect to the NTCC VPN and DirectAccess isn't indicating you're connected, you will need to restart your computer.

Verify DirectAccess VPN is connected

- Click on the Internet/WiFi icon at the bottom of your taskbar.



- If you are successfully connected to the DirectAccess, it will show a "Connected" label directly below the name, similar to the `ad.northshorecollege.edu` entry in the screenshot below.



ad.northshorecollege.edu

Connected



DirectAccess Connection



NTCC VPN



Wi-Fi

Turned off

Turn Wi-Fi back on

Manually



Network & Internet settings

Change settings, such as making a connection metered.



Wi-Fi



Airplane mode



Mobile
hotspot



11:32 AM
12/15/2021



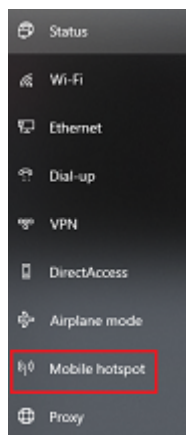
How to connect to a cellular hotspot.

When you need to connect to your cellphone's hotspot.

To connect to the hotspot:

1. Set up the hotspot on your cellular device. Follow your device's guide and make sure you confirm with your cellular provider that your plan allows for hotspots.
 1. [Share a mobile connection by hotspot or tethering on Android](#)
 2. [How to set up a Personal Hotspot on your iPhone or iPad](#)
2. On your laptop, select the option to connect to Wi-Fi.
3. Locate your hotspot's name in the Wi-Fi list.
4. Connect to your hotspot like you would any Wi-Fi connection.

NOTE:



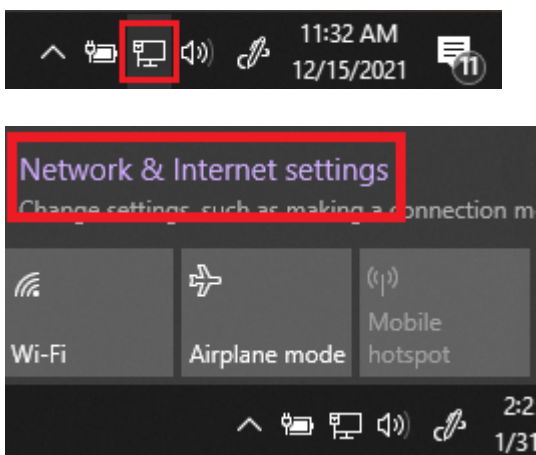
The **Mobile Hotspot** option in Window's Network & Internet setting is **NOT** use to

connect to your cellular hotspot. This is used to turn your laptop into a hotspot. College laptops do not allow this option and are correctly blocked.

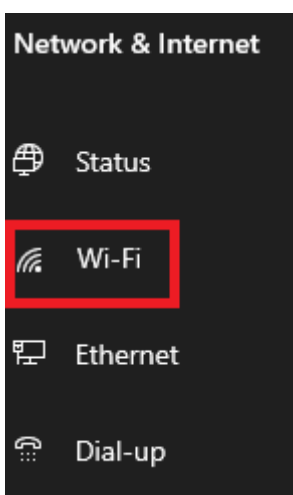
Forgetting previous WiFi.

Occasionally when you are unable to connect to a WiFi network, it may be do to your device having to many saved WiFi connections. You can delete networks (such as hotels and airports) that are no longer in use to free up space.

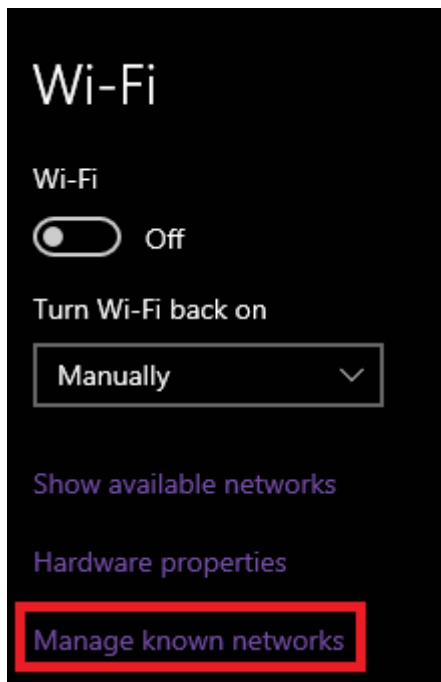
1.) Open up **Network and Internet settings**



2.) Click on **WiFi**



3.) Click on **Manage known networks**



4. Select the WiFi Network you wish to remove then click **Forget**.

