

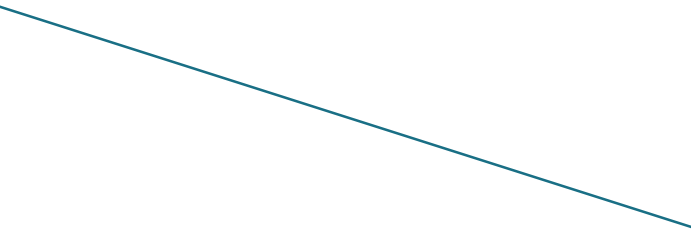
Account Information

Hamilton College ITS Help Desk

The bottom of the page features two decorative teal lines. The upper line is a thin, slightly downward-sloping line that spans the width of the page. Below it is a second, thicker teal line that also slopes downwards from left to right, creating a sense of depth and movement.

Account Information for Hamilton Barcoded Computers

The Hamilton Community should be able to login to all Hamilton College Computers using their Hamilton username and password, even those computers given out to specific employees. Only a few exceptions exist whereas Hamilton-S (student accounts) are not allowed access to specific computers.



Account Problems and Potential Solutions

| Problem | Trouble Shooting/Solutions |
|--|--|
| 1. Fat Fingering (Typing the incorrect password) | <ol style="list-style-type: none">1. Insure caps lock is off2. No extraneous spaces3. If user feels comfortable doing so you can have them give you your username and password and try typing them in yourself |
| 2. Wrong Username or Password | <ol style="list-style-type: none">1. May be including @hamilton.edu when not necessary2. Refer to 2nd Tier |
| 3. Account Deactivation | <ol style="list-style-type: none">1. Refer to 2nd Tier so they can check on the status of the users Account |
| 4. Loss of Network Connection | <ol style="list-style-type: none">1. See next slide |
| 5. Cached credentials (Particularly a problem on Windows 7 machines) | <ol style="list-style-type: none">1. Select Login as other user2. Shutdown (not restart) computer3. Enter Hamilton-d\ or Hamilton-s\ as oppopriate before the users username |

Account Login and Network Connections: Macs vs. Windows

- Windows and Macintosh computers behave differently at login when they lose network connections
- Windows computers, both desktops and laptops will cache credentials following a users initial login so that even if network connections are lost users should still be able to login to their computers if they have done so in the past
- Macintosh computers ability to cache credentials varies across mac desktops and laptops. Mac Desktops do not cache credentials, meaning that in the event of a lose of network connection, users will be unable to login. However Mac laptops do cache because they are configured for mobile accounts and, as such, can be logged into despite a loss of network connection.

Overview: State of Credentials in the Event of a lose of Network Connection

| | Macintosh | Windows |
|---------|---|---------|
| Laptop | Cached | Cached |
| Desktop | No Cached Credentials, user will be unable to login without Network Connections | Cached |

Loss of Network Account Connection Troubleshooting

- ▶ What to do if Network Accounts are unavailable (Mac and Windows)
 1. Check to make sure the Ethernet cable is firmly connected on both ends
 2. Check for issues with Ethernet Hub, particularly following power outages, can be either off or in need of a reset (accomplished by cycling the power)
 3. Shutdown and then restart the computer
 4. Contact DIS to request they reattach the computer to the domain (rare issue, often prompted with an error message)

Apple Specific Support

▶ How to tell if a mac computer is connected to the network accounts

1. Identify the user has a valid IP address (A valid IP address starts with: 150. 209)

2. Click here until you see either:

● Network Accounts Available

or

● Network Accounts Unavailable

* You may have to click a number of times



General Network Trouble Shooting Options

- ▶ **WCS (Wireless Connections)**
 - Hamilton College Cisco Wireless Control System
 - Username: helpatnight
 - Password: Generic Help Desk Password

- ▶ **Big Brother (Wired Connections)**
 - <http://bb.hamilton.edu>

Questions?

