

Why Can't I Access the Internet in My Dorm Room?

There may be various reasons why you are not able to access the Internet in your dorm room. Please follow the steps below in the order that they appear in. They may help you resolve your internet issues:

- 1) Your cable may have a loose connection. Please verify that the cable is properly plugged into the computer and the port on the wall. You should unplug it and then re-plug it in just to be sure.
- 2) You may have connected your internet cable in the wrong port of your jack. Please make sure that you have plugged it into the jack that connects you to the internet and not a telephone. Most computer network jacks are labeled with "Internet" or a picture of a computer.
- 3) You may be using the wrong cable. To connect to the internet, you must connect an Ethernet cable to your Ethernet port on your computer. A telephone cable will not connect you to the internet with that port.
- 4) Your cable may be bad. You may need to replace your cable with a new one. You can test this by borrowing a friend's Ethernet cable and plugging it from your computer to your internet port. If using your friend's cable allows you to get on the internet, then you need to replace your internet cable.
- 5) You may not have registered your computer to access the internet. You can register by going to the website: <http://netreg.mountsaintvincent.edu>. The username and password is the same as your email.
- 6) Your computer may have *Spyware* that is blocking you from getting on the internet. Please use the anti-spyware tools available at the [free downloads page](#) to get rid of the spyware.
- 7) You may have an invalid IP address. To verify this, Click on *Start*. Go to *Run*. In the open field, type in *CMD* and hit enter. You should get a black box that says Microsoft Windows with the version it runs on. Then, type in *ipconfig* and hit

enter. Please pay careful attention to the IP address field. It may help determine a great deal of information about the status of your internet connection.

If you receive a “media state disconnected” error, then your computer is unable to establish an internet connection from the College. Please contact the helpdesk at 718-405-3340 to receive assistance from the Computer Services department.

If you receive an IP address that begins with any of the digits below, then your computer has not been registered. Please refer to step 3 of this list to resolve this issue.

192.168.148

192.168.149

192.168.150

192.168.151

192.168.152

192.168.153

If you get an IP address that begins with “63.247, then your computer has already been registered and is receiving a proper internet address from the College of Mount Saint Vincent. If you can not get on the internet with this address, then call the Helpdesk at x3340.

If you do not see any of the above mentioned addresses, please contact the Helpdesk at extension **3340** for further assistance.

- 8) Another problem may be that your jack is defected. If this is the case, you should call extension **3340** and let them know you’ve tried all of these steps and were not able to access the internet.