



Patrick Henry College

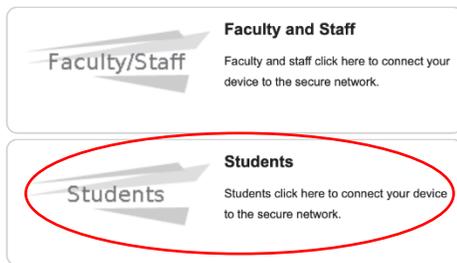
Connecting to the Network – Windows

Part 1: Connecting to the PHC Secure Network

1. Connect your computer to the network named **PHC-Guest**.
2. A log-in page should automatically open. If it does not, open your browser and navigate to **"phc.edu"**. You should automatically be redirected to the log-in page. Click **"I ACCEPT"**.



3. If you are a student, click **"Students"** (left), otherwise select **"Faculty and Staff."** (If you aren't automatically redirected to this page, open a new browser window and navigate to **"connect.phc.edu"**.)

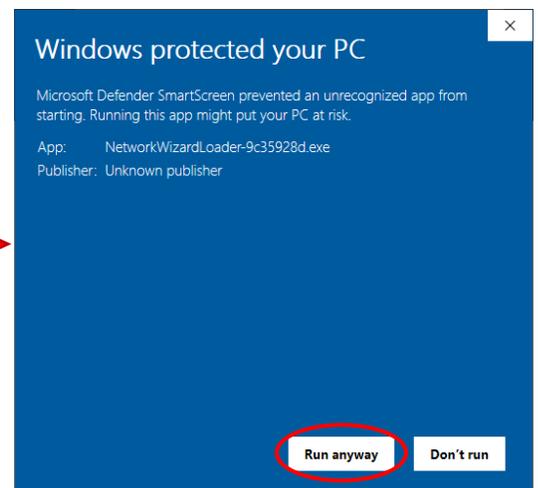


4. Enter your username and password (the same username and password you use to log into the Student Portal) and then click **"Continue."**

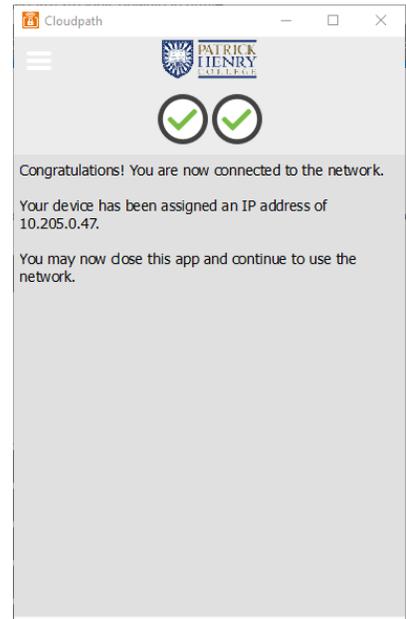
5. Download the Cloudpath Network Wizard for Windows (right) and run the file. You can switch the operating system if the correct file is not displayed by clicking on the **"Show all operating systems"** and selecting the correct version.



6. If your browser or antivirus software tries to block the Cloudpath download/installation, tell it to run the program anyway. Microsoft Defender may attempt to prevent you from running Cloudpath; if the window on the left appears, click **"More info"**, then **"Run anyway"** (below).

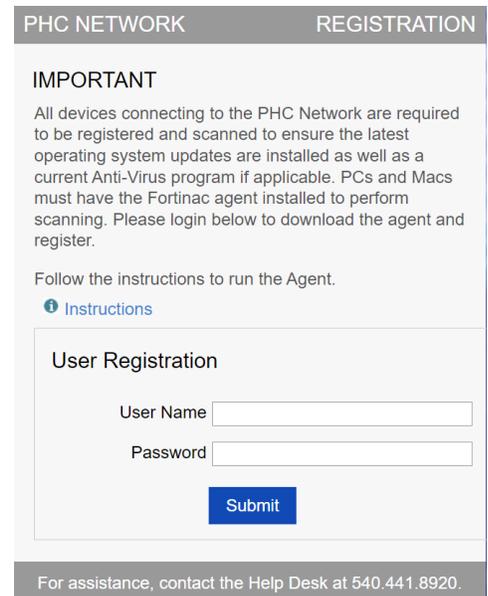


7. Cloudpath will attempt to connect you to the PHC-Secure network. If you are prompted to install a certificate, click **“Yes.”** When this process completes, you should be disconnected from the Guest network and reconnected to PHC-Secure. Forget the PHC-Guest network so your computer does not automatically connect to it.

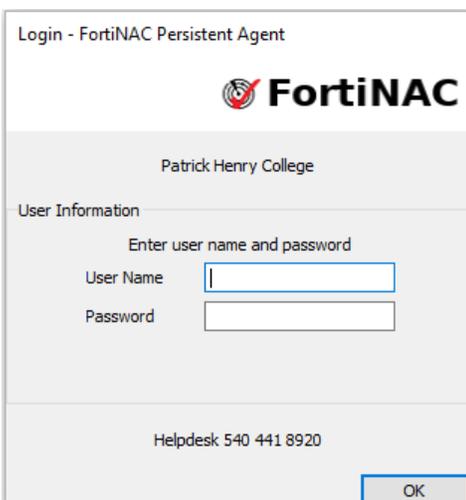


Part 2: Registering Your Computer on the Network

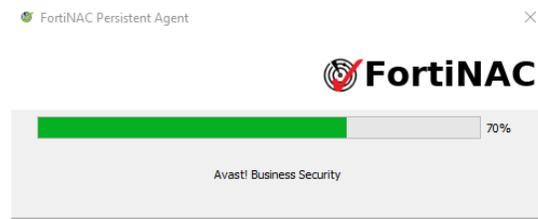
1. Check to make sure that you are now connected to PHC-Secure (you will not have internet access yet), then open a browser and navigate to **“phc.edu”**.
2. You should be redirected to a registration page. Click **“Faculty, Staff and Students”** and then enter your username and password (the same you use for your Student Portal) and click **“Submit”** (right). This will download FortiNAC (our network access control program). Open the file when the download is finished to install FortiNAC using the install wizard.



3. A FortiNAC window may pop up (below). Enter your Student Portal username and password and click **OK**.



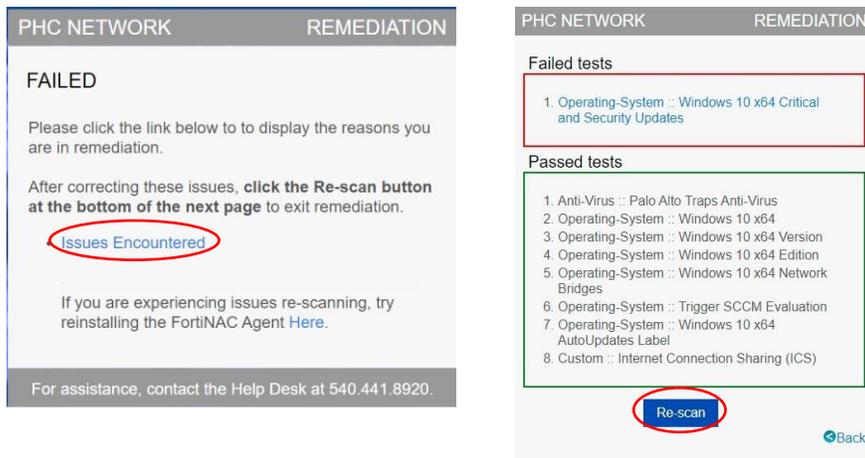
4. FortiNAC will scan your computer for updates and an approved antivirus (below).



If your computer passes the scan, FortiNAC will reset your network connection and connect you to the internet. Otherwise, you will be sent to the remediation network and will need to follow the steps below.

Part 3: How to Get out of Remediation

1. Open your browser and navigate to a **“phc.edu”**. Click on the **“Issues Encountered”** link (below left).



2. The next page will display a list of the areas in which your computer does not meet current policy. The most common reasons for remediation are that Windows is not up to date or your antivirus is not on the approved list. Both issues can be fixed from this screen by clicking the link and following the directions for your specific issue.

3. After you have resolved the issues, go back to the page from Step 2 and click the **“Re-scan”** button (above right). This will initiate a new scan that will let you know if you have resolved the issues or if more work needs to be done.* If resolved, the process outlined above in Step 4 will occur. If the issues are not resolved, you will be brought back to the same remediation page for another attempt.

**Please wait for a scan to complete before beginning another. Restarting the scan repeatedly will result in additional error warnings and may slow down the process.*