

## Polk State College Wireless FAQs

These frequently asked questions have been compiled to share information about SafeConnect with Polk State's students, faculty, staff, and guests.

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### How does SafeConnect benefit me?

SafeConnect is part of Polk State's effort to keep devices, computers, and networks free from viruses, spyware, and other vulnerabilities. All devices connecting to the Polk State College Wireless Network are required to download the SafeConnect policy key to ensure safe, predictable service for the thousands of students, faculty, staff, and guests who join the Polk State wireless network.

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### What does the SafeConnect policy key do?

The SafeConnect policy key continuously validates that your system's security requirements are up-to-date.

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### What kind of information does SafeConnect collect?

SafeConnect gathers MAC addresses, dates, and times for users authenticating to the Polk State wireless network. SafeConnect also provides management information to Polk State Technology Services about the number of users and devices that are out of compliance with network policies.

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### Will SafeConnect track my web browsing or look at my personal files?

Your privacy is important to Polk State. Polk State and SafeConnect staff are not able to monitor users' internet browsing or the contents of their computers.

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### What do I need to do?

Follow the on-boarding instructions when joining the Polk State College Wireless Network. Step-by-step instructions are provided to assist you through the on-boarding process.

If you have previously installed the SafeConnect policy key you will automatically be prompted to authenticate to SafeConnect.

### **How long will it take me to install the SafeConnect policy key client?**

About one minute.

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### **Where can I download the key?**

Users will be prompted to download the policy key at the first contact with the network. To install it prior to that time, Mac and Windows users may obtain the policy key from iTunes or Google Play store and typing in SecureW2 JoinNow.

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### **How do I install the SafeConnect policy key for a Macintosh computer?**

- Navigate to your Downloads folder.
  - Double click on the SafeConnectMacInstaller.zip to unzip the file. If you used Safari, skip this step.
  - Double click on the installer to begin the installation.
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### **Do I have to use the SafeConnect policy key client?**

Yes. All Microsoft Windows PCs and Macintosh computers are required to use the SafeConnect policy key; it is required for network access. Linux users, phones, and tablets authenticate via a web browser, but do not need to install the policy key.

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### **Is the SafeConnect policy key client compatible with my computer system?**

Yes, the SafeConnect policy key client is compatible with updated Mac and Windows computers.

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### **What happens if I uninstall the SafeConnect policy key client?**

You can uninstall the SafeConnect policy key client at any time; however, within minutes you will then be unable to access the Polk State wireless network. You will be required to reinstall the policy key to regain network access.

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**Why am I quarantined?**

If your system is not up to date, your computer will be “quarantined.” Quarantined users will need to contact the Polk State HelpDesk at 863.292.3652.

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**How often will I be asked to reauthenticate?**

Once you have gained access to the Polk State wireless network, you will have access for one year. After one year, you will have to reauthenticate. Guests will be able to gain access to the Polk State wireless for five days after initial authentication.

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**Do I need the SafeConnect policy key client installed on a Linux system?**

No. SafeConnect does not have a client available for Linux systems.