

Residence Halls/Apartment Internet Connection Information

All residence hall rooms and apartments are configured with wireless internet. The information below will help you configure your personal computers, phones, TV's, game consoles, etc. with internet.

Connect your laptops & cell phones



1. Browse the wireless networks and find the network **DragonConnect-Student** and click to connect to it.
2. You will be prompted for a username and password. Use your StarID and StarID password to connect.
3. More connection help found at <https://www.mnstate.edu/helpdesk/wireless.aspx>

Keeping your mobile items like laptops and cell phones on the DragonConnect-Student will allow you to roam around campus while staying on the same wireless connection.

Connect your TV's, game consoles & streaming devices



1. Browse the wireless networks and find the network **GameConsole-TV** and click to connect to it.
2. You will be prompted for a network security key. Use the following Key that corresponds with your building.

Ballard2022

Holmquist2022

Nelson2022

SnarrSouth2022

SnarrEast2022

Dahl2022

Grantham2022

JohnN2022

SnarrWest2022

Wired Internet Connections

Each residence hall room/apartment has an access point like the one pictured to the right. On the bottom of that access point are wired network connections. The ports are labeled LAN1-LAN4 which can be used to connect an Ethernet cable to wired devices.

if you are using your own router, only connect the WAN side of the router to LAN4

Access Point



Residence Hall/Apartment Internet Help

If you are having problems with your internet connection, please contact the MSUM IT Helpdesk:

Location: 1st floor of the Livingston Lord Library

Phone: 218.477.2603

Email: support@mnstate.edu (include building name w/room, and a contact phone number)

Helpdesk hours please visit <https://www.mnstate.edu/helpdesk>

Frequently Asked Questions

Which wireless network should I use? DragonConnect-Student will allow you access to the internet and other services provided by MSUM. You would use your StarID and Password to authenticate. Eduroam is also available for non-MSUM students or MSUM Students. It will allow you access to the internet. You should use your StarID@minnstate.edu and Password to authenticate. This service has limited access to MSUM Services.

I can see the DragonConnect-Student network but the signal is very weak? All rooms have wireless. If you experience a very weak signal please verify that you have not blocked the access point with a TV or other large object. If you continue to experience a very weak signal, please submit a ticket to support@mnstate.edu with your name, contact number, building and room.

Do the common areas have WIFI? The common areas in the residence halls have WIFI.

Do I need a router in the residence hall dorm room? A personal router is optional, but not necessary. DragonConnect-Student is broadcasted from each access point. The access point in each room has 4 ports that can be used to directly plug in gaming systems, TVs and computers. If you are going to use your own wireless router, please use LAN4 port located on the bottom of the access point.

What should I do if my wireless router with a wired connection doesn't work but my laptop works using a wired connection? Ensure you are plugged into the port that is labeled LAN4 on the bottom of the access point. Please follow the router setup instructions and call the manufacturer's support line if you continue to have problems with the setup.

Why did my router quit working after it was fine? Restart your router by unplugging the power for at least 60 seconds. Most routers take up to 5 minutes to restart.

What if my router doesn't connect to the internet? If your computer has an ethernet jack, connect your computer to the internet data jack to verify that the internet data jack is enabled. Please verify that the port you are connecting to is the WAN/Internet port on your router. This is usually a different colored port than all the others.

What should I do if my Amazon Alexa device can't connect to my TV? If you have your TV and Amazon Alexa device on the wireless connections supplied by MSUM then they will not connect due to the security provided on those wireless connections. You will need to configure your own router to make those devices work. Any device that needs to connect directly to another device on the same network connection will require a personal router.