



SAFECONNECT FREQUENTLY ASKED QUESTIONS

1. There is a SafeConnect Policy Key program installed on my computer, what is this?

In order for the network to allow your computer to get an internet connection, we must make sure the computer has an up-to-date Operating System and a up-to-date Anti-Virus. This is our main defense in making sure all devices on the network are safe. The SafeConnect software that is currently running just make sure that these two areas of your computer (OS and Anti-Virus) are up to date when you connect. If they are not, a notification will let you know that you will need to update your software in order to stay connected.

2. Can I remove the SafeConnect Policy Key program from my computer?

Yes. However, removal of the software will prevent the computer from connecting to the JU network. To remove the SafeConnect software, please go to the Control Panel in Windows and choose Add/Remove Software. The SafeConnect software will be listed to remove. On a Mac, go into Applications in the Finder and choose Uninstall SafeConnect.

3. Will the SafeConnect Policy Key program always stay on my computer?

No. If you do not connect to the JU network for a period longer than 30 days, the software will automatically uninstall itself. It will not stay on the computer indefinitely.

4. Will the SafeConnect software affect my computer when I take it off campus to use it at home or at a business with free WiFi?

No. The SafeConnect Policy Key software is only activated when your computer connects to the JU network.

5. I received a pop-up stating that I was running Peer-To-Peer software and my computer was disconnected from the network. Why is that?

The use of Peer-to-Peer software is prohibited on the JU network. Examples of P2P software include Ares, Gnutella and various Torrent programs. While there are some valid uses for this software, the majority of users are employing it for the illegal acquisition and distribution of copyrighted material. SafeConnect will not allow you to run P2P software. You do not have to uninstall the software, just make sure that it isn't running.

6. I've registered my computer on wireless. Will I have to register it again if I use a network cable to connect it to the jack in my room?

No. SafeConnect will detect both your wireless and wired network interfaces when you register and add them to its database. At this time, this has not been tested with game consoles or media devices. The expectation is that SafeConnect will do the same with them.