Apple OS X 10.7 (or later) Junos Pulse wired network setup

1. Connect Ethernet cable to Ethernet port in wall.
2. Wait for 802.1x window to open.
3. Enter your UARK username and password.
4. Open Safari and surf.

These instructions work in most cases. Specialized hardware or software or unique configurations may mean extra steps are necessary.

**Known Issues:**

**Wireless cards** – disable your wireless card before attempting to connect to the wired network. Follow your manufacturer instructions, though many computers have a switch or key sequence to disable.

**Delayed login prompt** – Under certain circumstances, the login prompt will not appear for a prolonged period. In such cases, restarting the computer usually resolves the issue.

**Technical Support:**

If you are unable to access the Internet after following these instructions, open a support ticket online at [http://housing.uark.edu/resnet](http://housing.uark.edu/resnet). Given the nature of the problem, it may be necessary to use an alternate computer or visit the front desk of your residence hall or apartment.

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