

# FCPL Unplugged! Quick Start Guide

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## FCPL Unplugged! Login Steps

1. Once your settings are correct and your laptop or other device finds the FCPL Unplugged! network, connect to the network and open up your Internet browser (Internet Explorer, Firefox, Netscape, etc.).
2. Accept the usage Terms and Conditions outlined in the Forsyth County Public Library Wireless/Wired Internet Access policy.
3. Login to the FCPL Unplugged! service using a Library barcode and PIN. **Note:** you will not be able to view the login page unless your network cable is plugged into a designated port or you are located within FCPL Unplugged! wireless signal range.

## Help for Unsecured Wireless Connection

Your wireless device may not need any configuration changes in order to access FCPL Unplugged! However, if you are not immediately able to connect, configure your laptop/device as follows:

- Network Type - "Any available network (access point preferred)" or "Access point (infrastructure) networks only" mode
- SSID - FCPLUnplugged
- Disable WEP and/or WPA
- Enable DHCP or set IP address to autoconnect
- Remove all existing browser proxy settings

## Help for Optional WPA-PSK Secured Wireless Connection

1. The secured wireless connection requires use of a passphrase. If you already know the current passphrase, skip to step 7. Otherwise, **use the steps below to connect to FCPL Unplugged!** so that you can obtain the secured passphrase.
2. Once connected, **launch your Internet browser** and you then should be presented with the login screen.
3. On the login screen, **click the link that says "To obtain the passphrase for this secured login option, click here."**
4. This will forward you to the Remote Patron Authentication login screen. **Login using your library barcode and PIN.**
5. Once logged in, you will see two links on the left hand side of the screen. **Click on the link that says "Secured Wireless Passphrase." You will then be presented with the passphrase via a browser popup window.**
6. **Once you have obtained the passphrase, close down your browser and disconnect from the unsecured FCPLUnplugged SSID.**
7. Now connect to the **FCPL Unplugged! Secured Wireless Network** via your wireless network connection software and when prompted, enter the passphrase. Once the passphrase is entered, you will connect to the WPA2 secured SSID and the traffic from your browser to the wireless network will now be encrypted using WPA2.

## **Known Issues when connecting to a WPA-PSK encrypted Network:**

If you are using a Windows XP operating system without Service Pack 2, you will need to download an update before being able to connect to the WPA-PSK secured wireless network. If you have Service Pack 2, there is no need to download these updates. To read the Microsoft web page regarding the WPA-PSK encryption update please go to <http://support.microsoft.com/?kbid=815485> (must be logged in). If you prefer to simply download the update and install it, you can go to <http://www.microsoft.com/downloads/details.aspx?FamilyId=009D8425-CE2B-47A4-ABEC-274845DC9E91&displaylang=en> (must be logged in) to be redirected to the Microsoft download webpage.

Since WPA-PSK encryption is a newer technology, some older laptops and wireless access cards may need to have updated drivers applied before you can use the secured connection to **FCPL Unplugged!**. Please refer to your laptop or wireless access card manufacturer for the most recent drivers.

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## Help for Wired Connection

- Using a network cable, plug one end into a RJ45 port in areas near the "Plug into FCPL Unplugged!" signs and one end into the network jack on your laptop.
- Enable DHCP or set IP address to auto connect.
- Remove all existing browser proxy settings.

## If you do not see the FCPL Unplugged! network or login page:

1. **(Wireless Users Only) If your computer has an external wireless modem, make sure it is turned on.**
2. **Make sure your network connection is set up to accept any security certificate.** All computers are different, but this setting is usually somewhere in the network or wireless settings. You may see an icon near the lower right of your screen that you can double-click in order to access it. Somewhere in the settings, you will see something referring to allowing remote sign in or accepting a security certificate.
3. **Adjust settings to or temporarily turn off any firewall software (such as Zone Alarm, Windows Firewall, or Norton Internet Security).** If you have installed any personal firewall or other blocking software, you may need to adjust settings or temporarily disable it to allow access to the **FCPL Unplugged!** service. You may need to adjust settings to authorize access to the Forsyth County Public Library network and/or the Internet. Instructions for doing this vary by product. Please refer to your manufacturer's website or manual.
4. **After you have verified and corrected all of the above, reboot or power down and restart your laptop/network device.**
5. **You may need to refer to your own computer/device manufacturer, reseller, or user manual or support website for further assistance with anything that is different from the instructions provided.**

## If you see the FCPL Unplugged! login page, but still cannot connect:

1. **Make sure you are entering your Library card barcode number and PIN correctly.** If you are unsure of your PIN, see staff at the Circulation Desk or the Information Desk.
2. **To ensure proper authentication and authorization to use Library resources, you may need to adjust your Internet browser privacy and/or security settings to allow use of cookies and referring URL information.**
3. **Adjust settings to or turn off any firewall software (such as Zone Alarm or Norton Internet Security).** If you have installed any personal firewall or other blocking software, you may need to adjust settings or temporarily disable it to allow access to the **FCPL Unplugged!** service. You may need to adjust settings to authorize access to the Forsyth County Public Library network and/or the Internet. Instructions for doing this vary by product. Please refer to your manufacturer's website or manual.

## To check web-based email (Yahoo, Hotmail, Gmail, etc.):

**To check web-based email (Yahoo, Hotmail, Gmail, etc.):** You must be logged into the wireless system first. Then in Internet Explorer, click on **Tools**, then on **Internet Options**. Click on the **Connections** tab, then on **LAN Settings**. Place a check in front of **Use a Proxy Server for your LAN**. Enter 10.1.10.2 for the **Address** and 80 for the **Port**. Click on OK until all screens close.

**For more help connecting to FCPL Unplugged! please refer to the following website:**

**<http://laptops.forsythpl.org>.**

**If you are able to connect to FCPL Unplugged! but have problems connecting to individual websites, databases, or online resources; please refer to help pages for the resource in question. Help pages for the Forsythpl.org website are available at <http://www.forsythpl.org/help>.**