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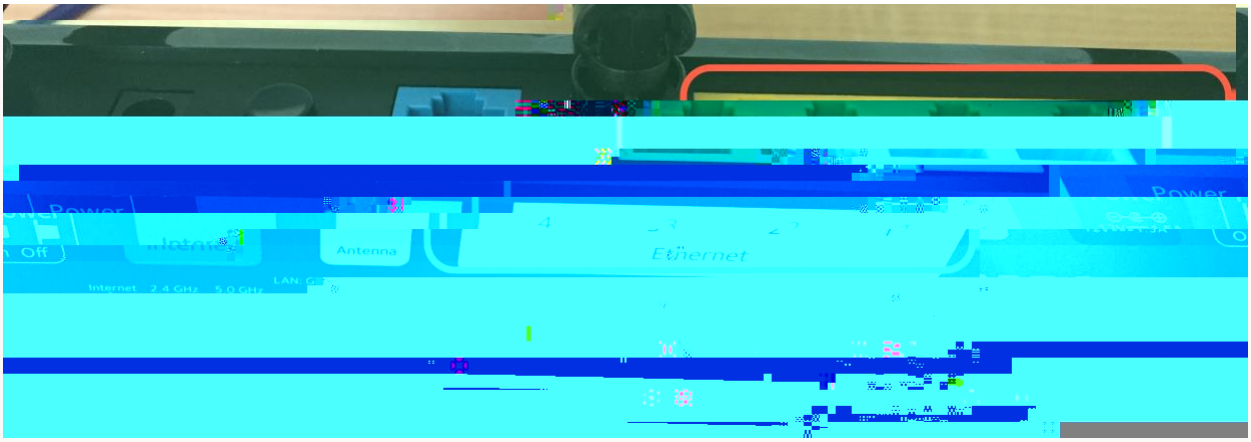
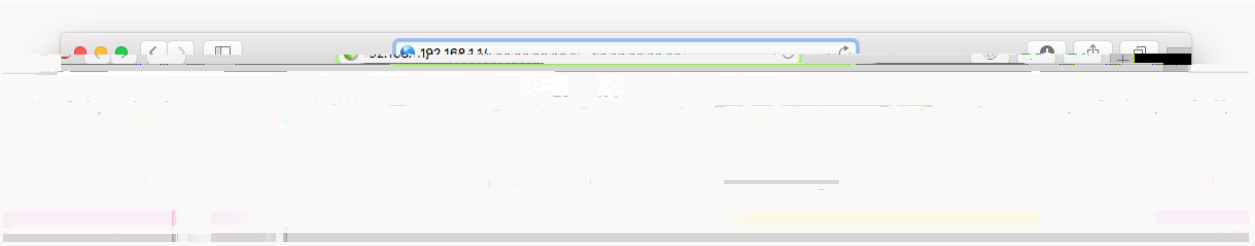
Instructions for Setting Up a Typical Netgear Router on ResNet

A wired connection requires a computer with an Ethernet port or a USB or Thunderbolt adapter. You will also require an additional Ethernet cable. To connect to your router, plug one end of the Ethernet cable into one of the numbered ports on your router, and the other into your computer.

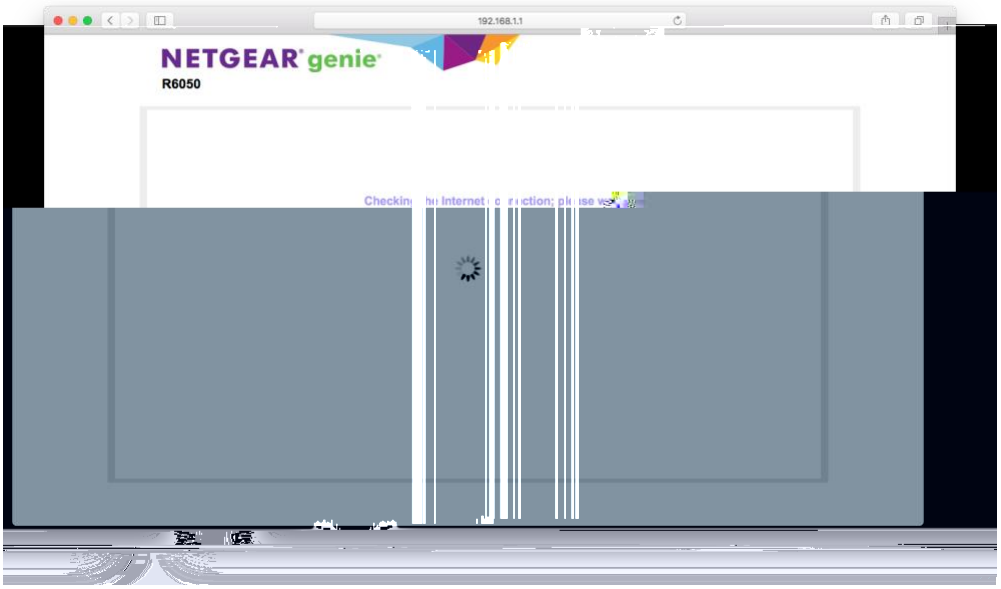


Configure Your Router

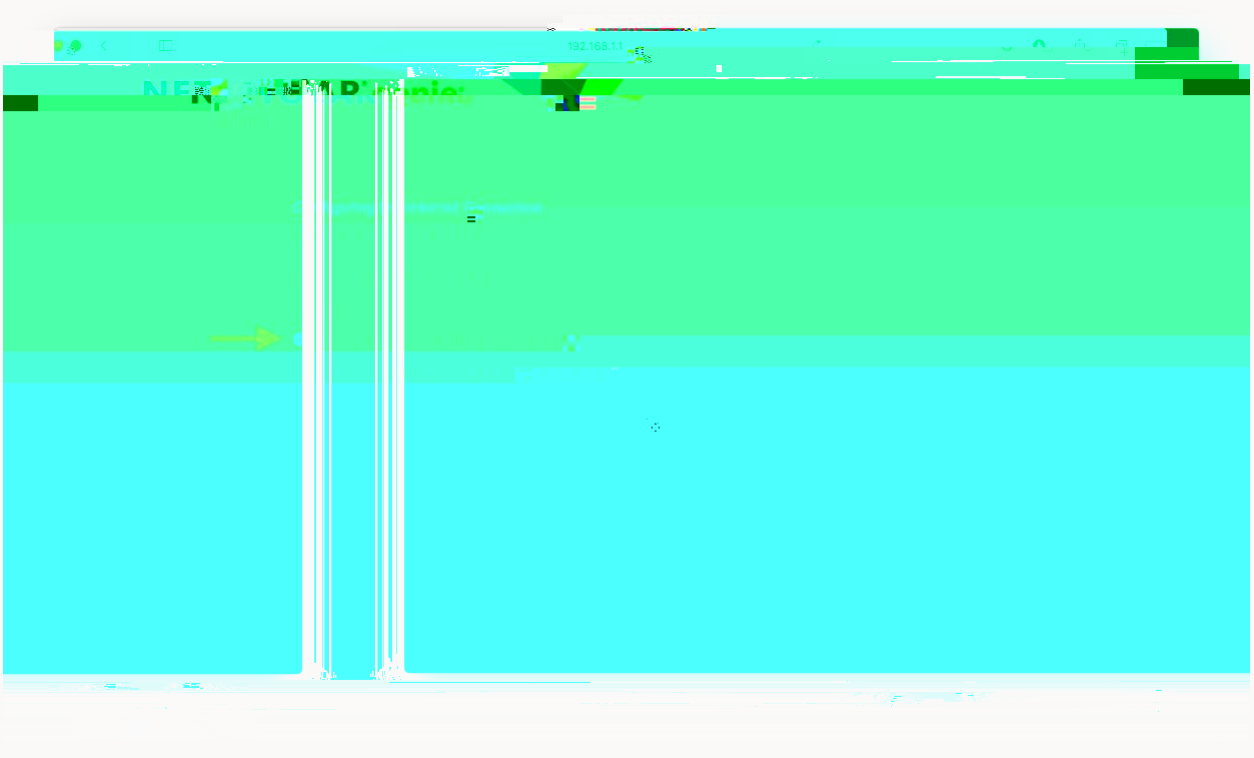
1. Open a web browser on your computer and enter 192.168.1.1 in the address bar.



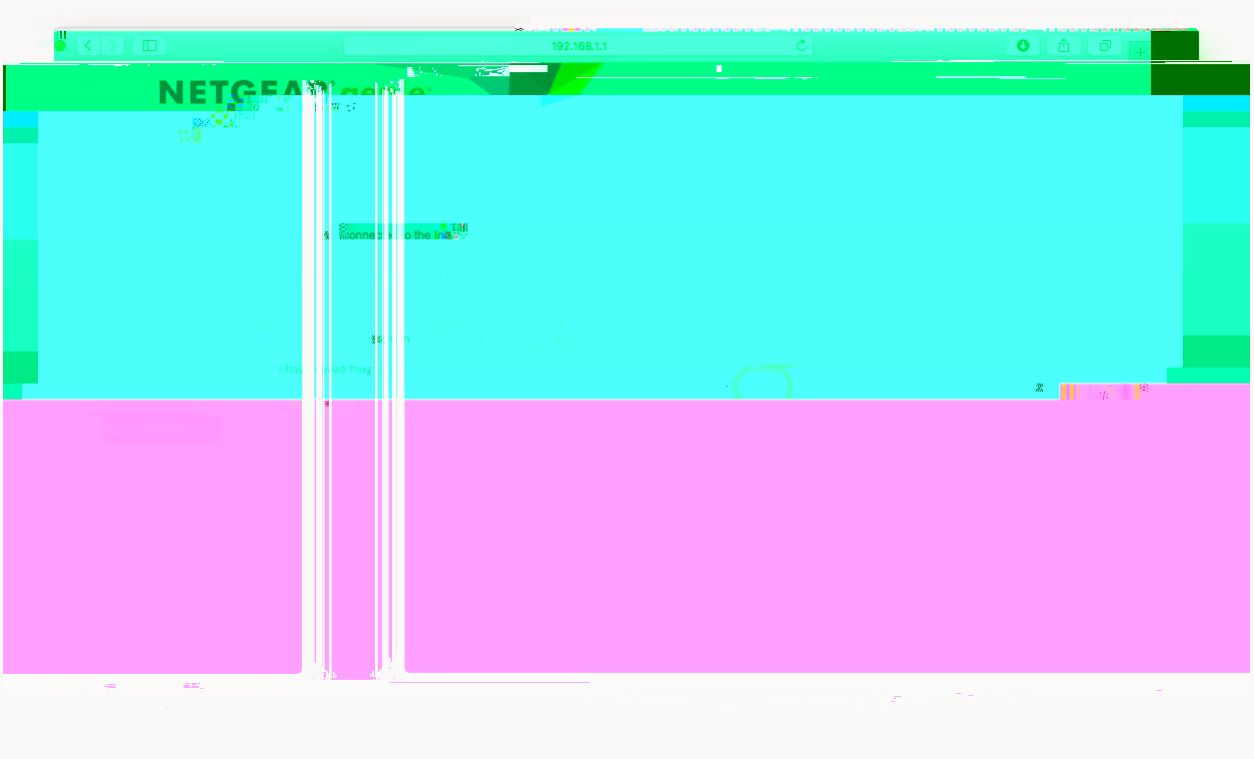
2. You should see this page come up:



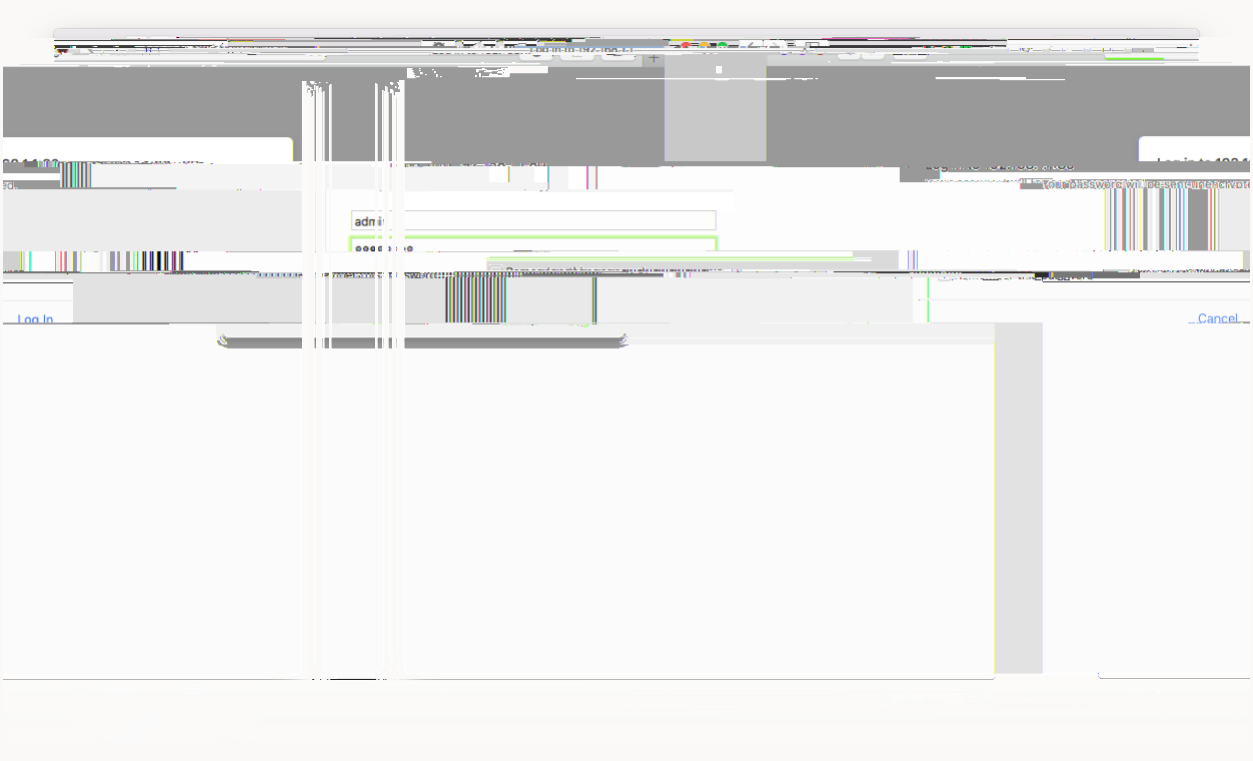
3. After a moment, you will be presented with this screen, select No, I want to configure the Internet connection myself.



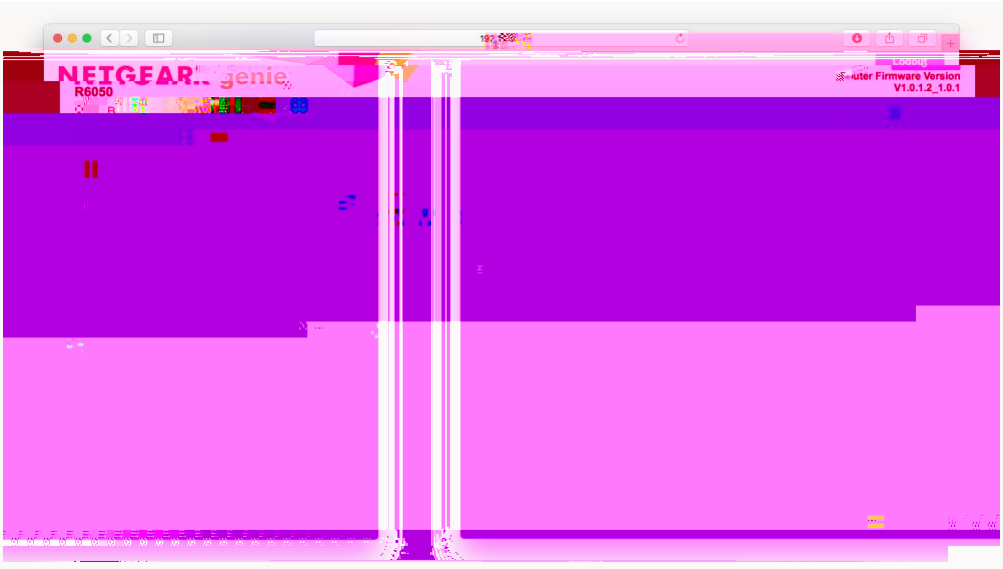
4. A warning will be presented, click OK to continue.



5. Log in to your router using
    a. Username: admin
    b. Password: password

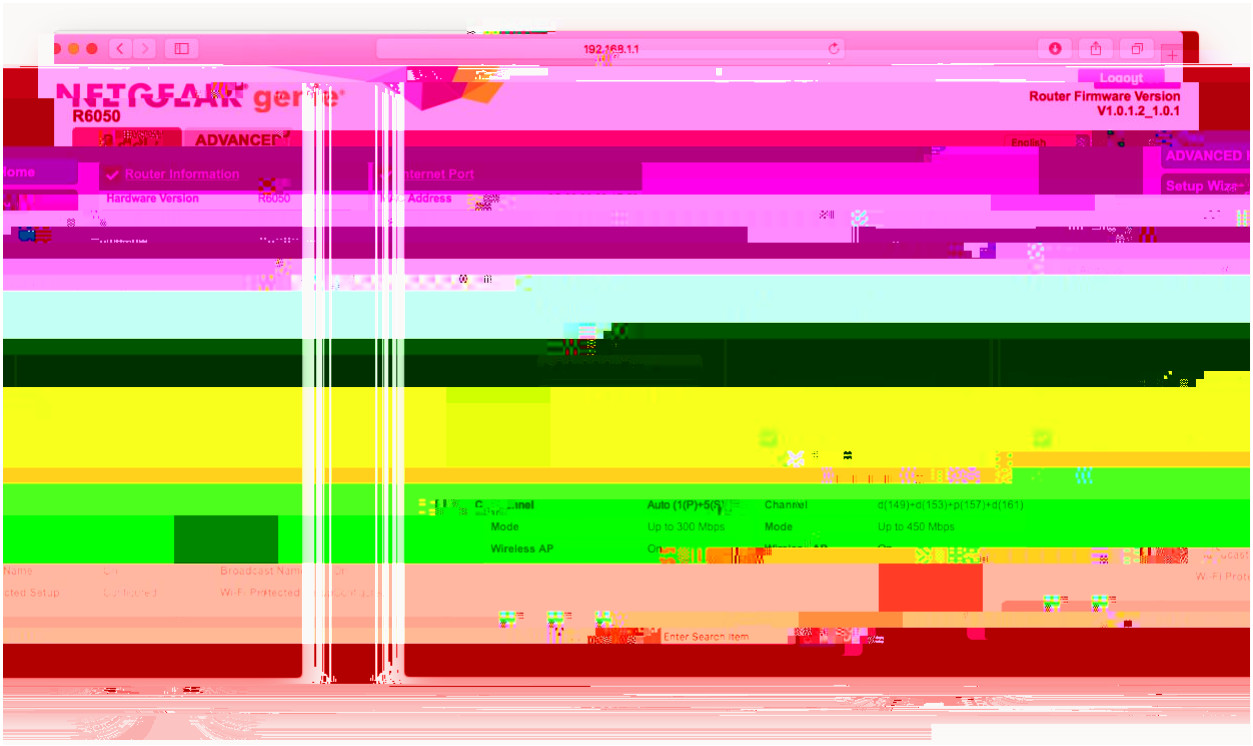


6. You should now see the initial router setup page: From the router setup page you can make changes to your router's configuration.

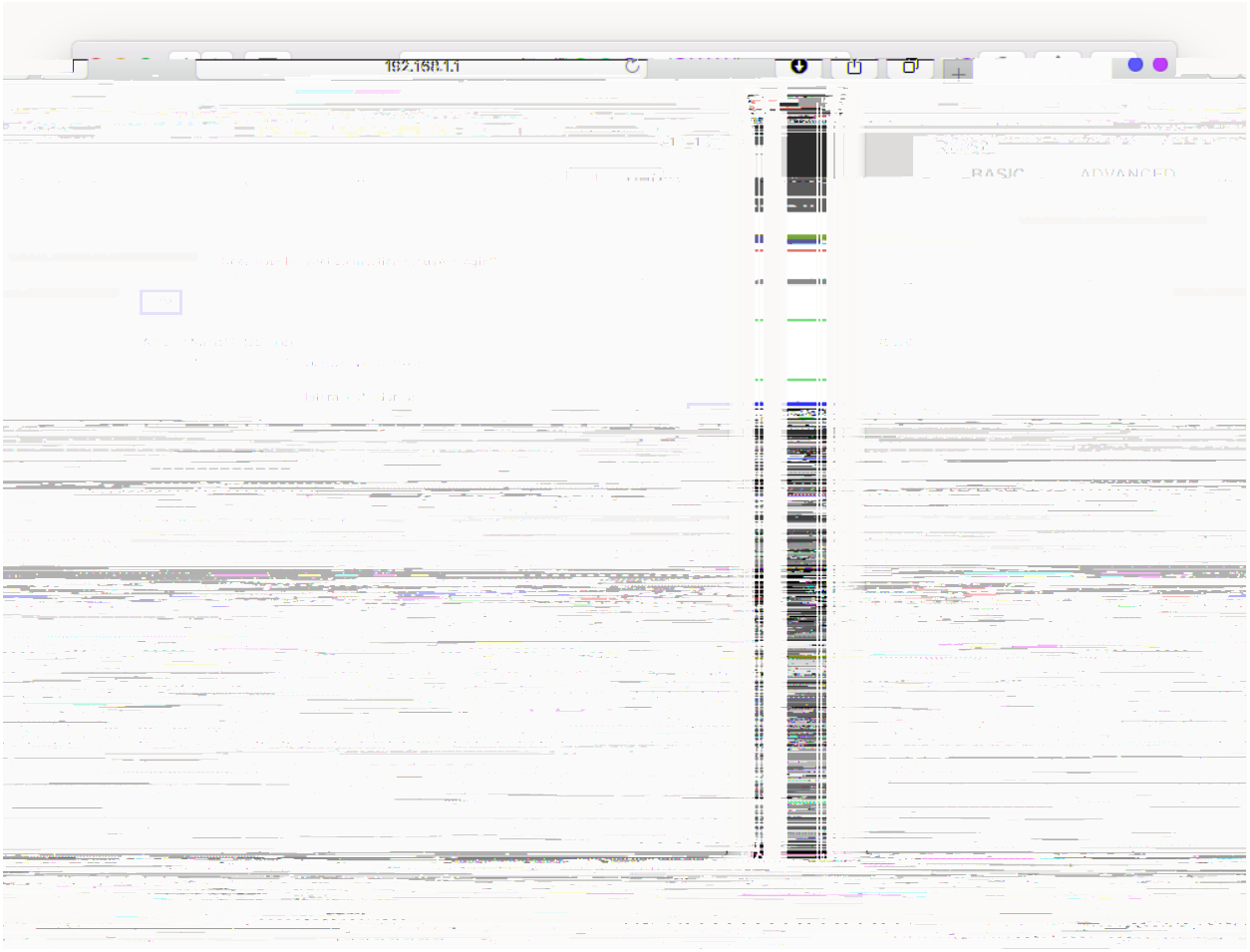


Set up your network

1. From the setup home screen, select the Advanced tab.

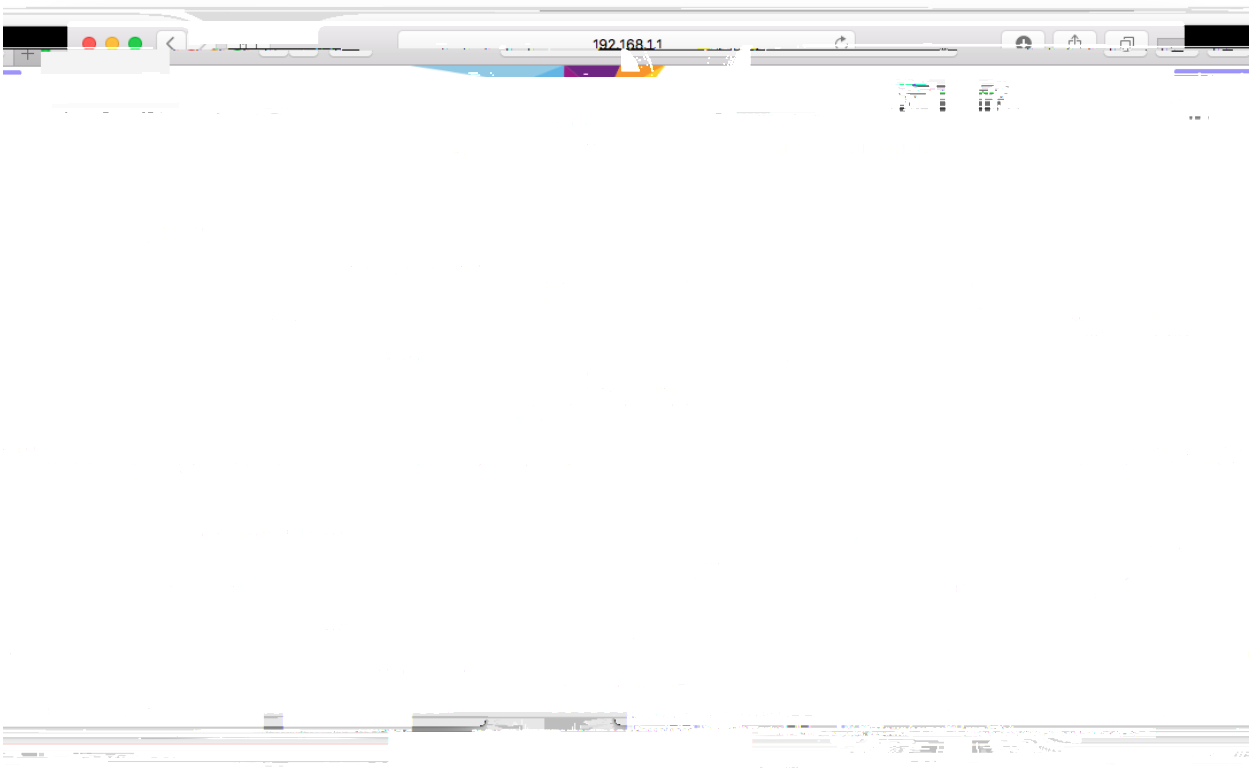


2. On the left-hand side, select Setup, then Internet Setup
3. Ensure the settings on your router match those highlighted below:



4. Click the Apply button and wait for it to complete. This may take up to 2 minutes.

5. On the left side, click Wireless Setup.
6. Set



8. Again, click Apply and wait for the 2 minutes.
9. If you were connected wirelessly, you will need to connect to the network name you created in step6, using the password from step7. On macOS, a window may pop up when you connect. Click the cancel button to close the window.

Secure your router

Set an administrative password

1. Sign-in to your router and go the Advanced tab.
2. Click on Administration and then Set Password.
3. Enter “password” in the Old Password field and pick a new secure password. Save this password, as you will need it to make any future changes to your router.
4. Tick the box for password recovery and answer the questions. Take note of your answers, as they will be needed to recover your password.

5. Click Apply.
6. You will be prompted to log in again. The username is still admin, and the password is what you set in step3 above.

When You Get to Campus

Plug in to your router

Troubleshooting Steps

Netgear Factory Reset

If your router is not new, or you have made a mistake in its configuration, it is helpful to reset it to factory defaults and configure it again.

1. Disconnect all cables except power.
2. Locate the Reset button. It is often on the bottom of the router near where the default information is printed.
3. Use a pen or paperclip to press and hold the Reset button. You will know you have pressed the button correctly when the power light turns amber. Release the button when the power light turns green and blinks amber.

Router Connection troubleshooting

If you are having difficulty connecting to netreg.queensu.ca or any other website, these instructions may help resolve problems with your router.

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NetReg Troubleshooting

These instructions may help clear any issues with NetReg, they assume you are able to access netreg.queensu.ca or other Queen's websites.

- Try using a different web browser to access NetReg.
- Ensure you have waited 15 minutes and restarted your router.
- Restart your computer; this helps clear any cached information. If none of these steps help, please call the IT Support Centre at (613) 533-6666 or submit a problem report using their website. If they are unable to assist you over the phone, you will be directed to a router support depot or contacted to schedule an appointment with a technician.

Locating the MAC address