



Connecting to SU-visitor

Revised 12/16/19

Information Technology Services (ITS), Network Services

Overview

SU-visitor is available anywhere on campus that SeattleU WiFi access is available. SU-visitor requires an email address to register and provides access only to the internet and no internal SeattleU systems.

Connecting to SU-visitor

Please follow the steps below for your specific device.

Apple iPhone or iPad

1. Go to Settings > Wi-Fi
2. Tap on SU-visitor from the list of available WiFi networks.
3. Proceed to the **Portal Login** section below.

Apple MacBook, MacBook Pro, MacBook Air

1. Select SU-visitor from the list of available WiFi networks.
2. Proceed to the **Portal Login** section below.

Windows 7, 8, or 10

1. Select SU-visitor from the list of available WiFi networks.
2. Click on the Connect button.
3. Proceed to the **Portal Login** section below.

Android devices

1. Go to Settings > Wi-Fi
2. Tap on SU-visitor from the list of available WiFi networks and select 'Connect' when prompted.
3. Proceed to the **Portal Login** section below.

Portal Login

1. Once your device has successfully connected to SU-visitor, it should automatically bring up the portal login screen seen below.



2. Review the Seattle University Terms of Service, accept the terms by checking the relevant box and click the register button.
3. Upon successful login, your device will be redirected to Google.com. You are now logged in and ready to browse the internet!
4. **IMPORTANT:** Your login session will remain valid for 12 hours. Following the 12-hour session expiration, you will need to repeat steps 1-3 above to log back into SU-visitor.



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Troubleshooting

If your device is using a static IP address or static DNS settings

Static IP or DNS settings are not allowed on SU-visitor. Having your device configured with static IP or DNS settings will prevent you from connecting to SU-visitor.

1. Remove any static IP or DNS settings and set your device to DHCP.
2. Disconnect and reconnect to SU-visitor.

If your device is using Avast antivirus

This application uses a service called SecureDNS which is blocked by the SeattleU firewall. To use SU-visitor you must disable SecureDNS as follows:

1. Open Avast
2. Browse to Avast > Settings > Active Protection > Secure DNS
3. Set Secure DNS to OFF.
4. Close Avast.
5. Disconnect and reconnect to SU-visitor.

If you are still unable to connect

If you are still unable to connect to or login to SU-visitor after configuring your device according to the recommendations in this document, you can contact the Service Desk for assistance. For time-sensitive issues, the ITS Service Desk is available Monday-Friday 7:00am - 7:00pm via phone at 206-296-5571. For non-time sensitive issues, or issues occurring outside Service Desk hours, you can contact the Service Desk via email at servicedesk@seattleu.edu.

Opening a support ticket with the Service Desk requires you provide the following information:

- Your first and last name
- Your cell phone number
- Your email address
- The type of device, including the brand and model, that you are trying to connect to SU-visitor
- The web browser used
- An explanation of the step that isn't working as expected