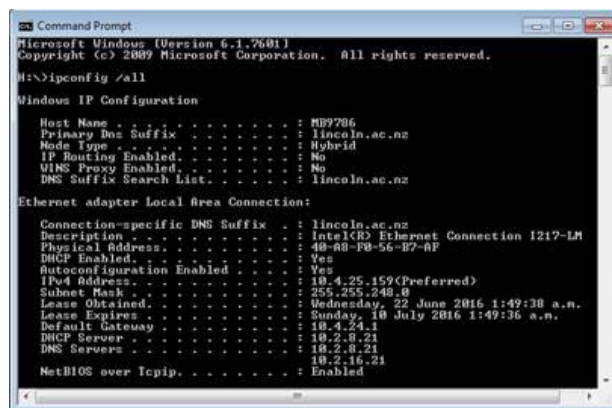**LUHallsNet Check List**

Please ensure to include ALL of the following information for all and every user having ResNet issues, as this information is required before we can ascertain exactly what the issue is.

1.   Resident Name:

2.   Email Address:

3.   Mobile No:

4.   Location: (ie Centennial room XXX)

5.   Can you log into the ResNet Control Panel?

Go to ithelp.lincoln.ac.nz | IT for Students | Internet in the Halls of Residence | Click on "LUHalsNet User Control Panel

        a.   Does your username and password work?
        b.   Have you run out of data?

6.   What is your Username on ResNet?

7.   Has ResNet worked in the device in the past/ever?

8.   Are there other users in your house/flat?

        a.   If yes are they also having the same issues at the same time?

9.   Do you only have issues during certain times of the day?

        a.   If yes please Specify time (10:15pm etc)

10.   For each device that is having issues please include the MAC addresses?

Click on start | type "cmd" |click on cmd.exe |type " *ipconfig /all* " | push enter;

Highlight everything in this window | copy and paste into an email | send with the rest of the information requested.

11.   Go to the following website: http://www.speedtest.net/nz/ on each device having issues.
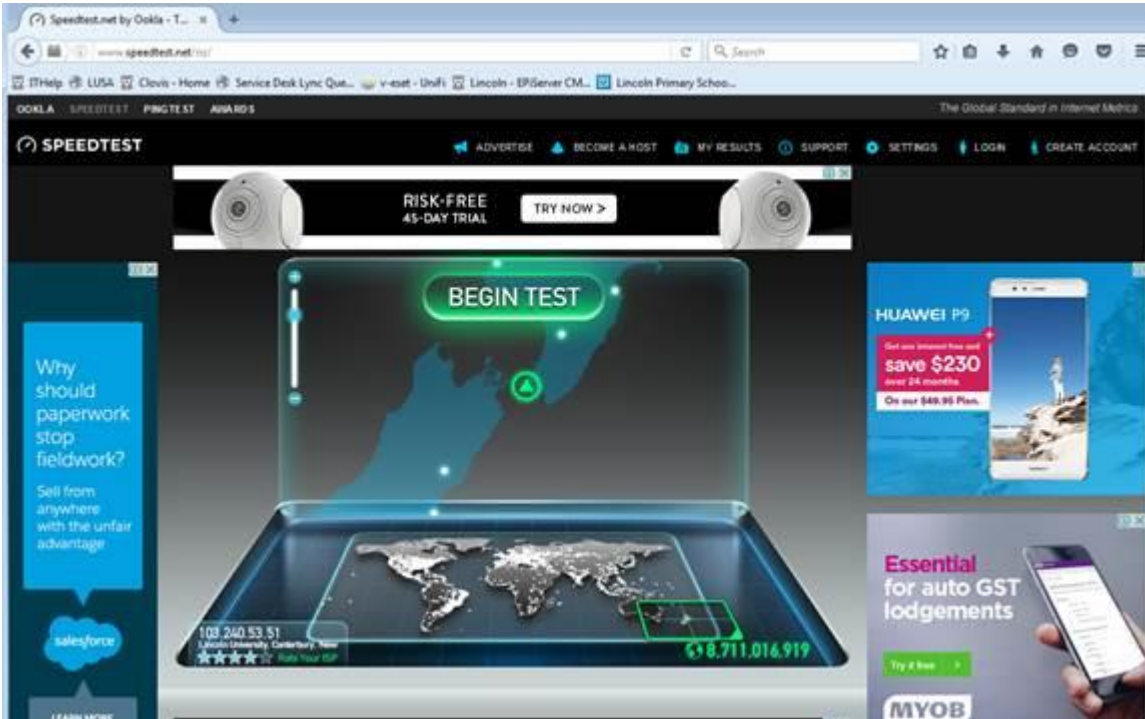
Click on "Begin Test"

It will then test your "Download speed" and then your "Upload speed" on that device.

Once it is complete take a screen shot, copy into the email and include what device each screen shot relates to, if there is more than one device having issues.