

Need Help Setting up your Router? Call Student Tech Support

Open Monday –Friday 9am to 5pm
over Telephone, Zoom, & Email

Can assist with:

- Resolving WiFi problems and getting online
- Installing and optimizing free campus software (incl. Adobe, Matlab, Microsoft, and LinkedInLearning)
- Troubleshooting device issues, e.g. blue screens, slow performance, data recovery, etc.
- Setting up CalNet 2-Step, removing malware, and ensuring security
- Locating campus resources for printing, laptop lending, creative labs, and much more



**Free Software Downloads and Zoom
resources**

Student tech is also Hiring!

Visit: [Studenttech.berkeley.edu](https://studenttech.berkeley.edu)

Tech Trouble Shoot at the UVA

- Register all devices (Laptops, Desktops, Ethernet Adapters, Tablets, etc.) MAC address' to [Netreg.berkeley.edu](https://netreg.berkeley.edu)
- Routers may have different MAC address(es) than the one on the bottom description so double check before registering on your routers web page
- When registering MAC addresses make sure to use **colons " : " instead of dashes " - "**
- Routers may have **two different MAC addresses** (one for internet and one for Wifi)

If you need any assistance call, zoom, and/or email student tech services at (510) 642-HELP & [Studenttech.berkeley.edu](https://studenttech.berkeley.edu)

