Internet (ResNet)

Phone Number: 956-6800

Located in the Hale Aloha Complex across from Hale Aloha Mokihana, ResNet support offers services to residents with problems connecting to the Internet. This includes spyware/adware removal, virus removal, and installation of McAfee Antivirus software provided by UH ITS (Information Technology Services).

**ResNet Support for Computing and Connectivity Issues**

**Repairs:** For all computer or internet connectivity issues, please call 956-6800.

ResNet provides free limited technical support for all Student Housing Services residents. Be ready to provide the following information:

- Name, hall, room number, telephone number,
- specific jack location
- explanation of problem.

The ResNet staff will determine how best to correct the problem. All users of ResNet services are expected to abide by the ResNet Policy.

**ResNet and UH ITS does not provide support for online virus scanners.**

ResNet

manoa.hawaii.edu/housing/resnet

ResNet Policy

manoa.hawaii.edu/housing/guide/resnetpolicy

UH ITS help desk

www.hawaii.edu/its

McAfee Antivirus Software from UH ITS

www.hawaii.edu/antivirus

UH policy on access and acceptable use

www.hawaii.edu/infotech/policies/itpolicy.html