From: LC Network Notice <lc-bulletin@lclark.edu>
Date: March 10, 2023

(3/10/23) Urgent Network Outage Update

Dear LC Community,

This update contains information about just two items related to our ongoing IT outage.

First, we have deployed 30 hotspots and six cradlepoints around campus to improve wifi service. (A hotspot can connect up to ten devices at a time; a cradlepoint can connect up to 100 devices at a time.) These devices should improve wifi availability while we continue to rely on Pionet-Guest. Two of the cradlepoints are located in the Stephanie Fowler Student Center. Other cradlepoints and hotspots are located in residence halls and academic buildings.

These devices have a limited range (generally less than 100 feet), so you will need to be located near a device to use it. We ask that the devices not be used for video games, but used primarily for communication and completion of academic work. Please visit the FAQ page for more information about the hotspots and cradlepoints.

Second, we are working on plans to reset all user passwords. Please stay tuned for the steps that you will need to take to reset your lclark password. Doing so will be a necessary next step towards getting systems up and running.

Finally, for those who carefully read our most recent update, you may have noticed a typo in the email address for reporting suspicious IT activity. The correct email is security@lclark.edu.

Thank you.

The Executive Council