Registering a WIRELESS DEVICE with Technical Services

Some wireless devices such as gaming consoles, Smart TVs, and streaming devices (Apple TV, etc.), cannot login directly to UAPB’s wireless network using your username and password. For these devices, you will need to complete the Wireless Device Registration form to register the device with the wireless network.

**NOTE:** This form is NOT for standard wireless devices like mobile phones, tablets, or laptops. To connect these devices to the wireless network manually, follow the steps in Connecting to UAPB’s wireless network.

Access the Wireless Device Registration Form. ([https://uapb.tfaforms.net/66](https://uapb.tfaforms.net/66))

Complete each field in the form:

- Date
- First Name & Last Name
- Phone
- UAPB ID Number – If you are a UAPB student, this is the seven-digit number.
- Location – Choose your campus building location from the drop-down list.
- Room Number
- Email – Enter your email (ending with @uapb.edu)

**Confirmation will ONLY be sent to UAPB issued email accounts**

- Device Manufacturer/Brand
- Description of Device
- Wireless MAC Address of Device – The MAC address (also called the “wireless address” or the “Wi-Fi address”) is often listed in your device’s settings menu.

For help in finding your device’s MAC address, refer to your device manufacturer’s support website.

Click Submit.

It may take up to two or three days to process the information and register your device. Once the device is registered, please reboot. If device not working after 3 days contact our office.

Request are not processed after business hours.

**LOCATION & HOURS:**

IT Help Desk
Building: Administration Building | B01

Office Hours:
Monday - Friday | 8:00 a.m. – 5:00 p.m.
Phone: (870) 575-4773

*Technical Services Office will be closed when the University is officially closed.*