TROY Impulse

Network Authenticated Login

Impulse is a Network Access Control system designed for Authenticating login access to the Troy University Network.

- How Impulse will affect my daily work habits.

- Why you need another login process.

- What you need to make it work.

- How often you will need to login.

How Impulse will affect my daily work habits

■ The only change to your daily work habit you will see is at the point you will need to re-authenticate. This will require you to open your Internet Browser, which will in turn bring up the "Login" page, and use your email account and password to get authenticated to the Troy University Network.

What if I do not know my UserID or Password?

- If you do not know your UserID click the following link:

- https://it.troy.edu/email/user_id_help.html

- If you do not know your email password then click this link:

- https://it.troy.edu/email/index.html

Why you need another login process

■ Troy University, in accordance with compliance regulations, will require a login to the network in order to gain access to Internet, Email, and other online resources.

What you need to make it work

- Once implemented, you will need to open your Internet Browser and Authenticate. If you are using a Windows XP or Vista computer and/or a Macintosh, you will be prompted to install an application that checks for various things such as Windows Update, Macintosh Updates, and Anti-Virus. There will be certain parameters that must be met in order for access to be granted.

How Often you will need to login

- A forced Re-Authentication will occur every 18 hours. For example, if you login on Monday at 9:00 am, then you will be forced to re-authenticate on Tuesday at 9:00 am. This may interrupt all network traffic on your computer, except VPN, Datatel and system updates, until you have re-authenticated.

What will the login page look like?
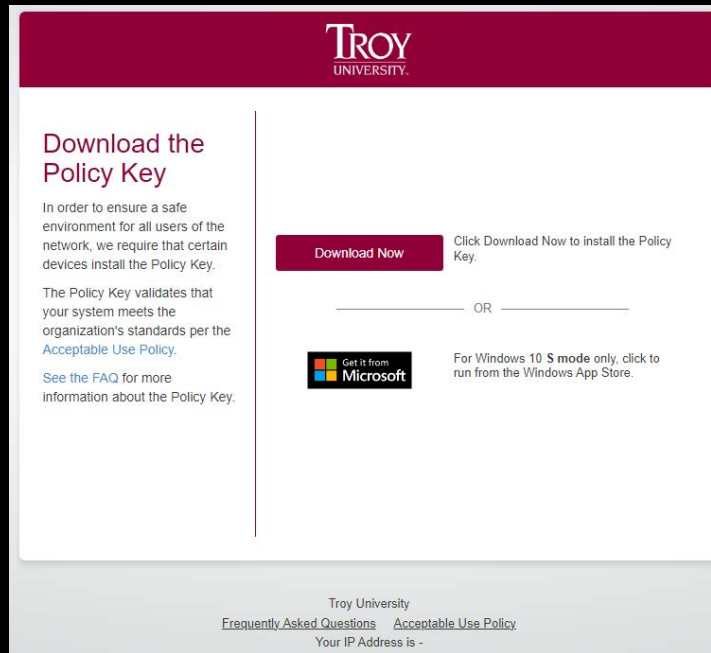
What if I do not know my Password?

- Type the link into your web browser. This will take you to the Password Reset Form.

- https://it.troy.edu/email/index1.html

What else can we expect to see?

This will only need to be installed ONCE, as long as you do not delete or uninstall the application.

Download the Policy Key

In order to ensure a safe environment for all users of the network, we require that certain devices install the Policy Key.

The Policy Key validates that your system meets the organization's standards per the Acceptable Use Policy.

See the FAQ for more information about the Policy Key.

Download Now

Click Download Now to install the Policy Key.

—— OR ——

Get it from Microsoft

For Windows 10 **S mode** only, click to run from the Windows App Store.

Important Contact Information

- In the event a user needs technical support. Please contact the Helpdesk at the numbers listed below or visit https://it.troy.edu

- Ext 4357 (HELP) or ext 5660.

- Please include your name, valid phone number where you can be reached, description of the problem.