

Staff Support

Support pages for staff users who want to access program resources, such as file servers, printers, and more.

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Prerequisites

Supported Devices

Before you begin, start by making sure you are using a compatible device when attempting to connect to the network. For information about what devices are supported refer to the "

[Prerequisites and Supported Devices](#)".

Your HSR Account

To access staff resources you will need to have a username and password assigned to you. This username and password is unique to you and is for your use across the HSR network. It is provided to you as part of your welcome package and should be safeguarded.

If you only require access to the internet, you can do so without the need for an account by following the "[guest instructions](#)".

Requesting an Account

If you are a staff member, but were not provided a username and password when you started, contact your manager/supervisor. They will be able to put in a support request on your behalf to have your account created.

Connecting to the Network

Get help connecting the HSR network.

Connecting to the Wifi

First, ensure you are in a location that [has WiFi available](#).

For instructions on how to connect **standard/typical devices** (such as laptops, phones and tablets) to the network, refer to the "[Connecting Devices to the Network](#)" page under the Guest Support section.

For instructions on how to connect **non-standard devices** (such as 3D printers, laser cutters, etc.), refer to the "[Special Devices \(3D Printers, Laser Cutters, etc.\)](#)" page.

Once you've connected your device to the "Horseshoe Scout Reservation" network, you will be redirected to the **captive portal webpage for sign-in**. Proceed to the "[Navigating the Captive Portal \(Staff\)](#)" page for the next steps.

If you have not been redirected to the captive portal, refer to the "[Common Problems and Solutions](#)" page under the Guest Support section.

Connecting Through a Wired Connection

Where are Wired Connections Available?

Wired connections are only available in buildings that [have WiFi available](#). And even then, only small subset of the buildings that have Wifi will have wired connections available. Those locations are noted below:

Ethernet Available

- Horseshoe
 - Headquarters
 - Health Lodge
- Ware
 - Headquarters

Coming Soon

- Ware
 - Health Lodge

Not Available

- All other locations not listed above

Connecting to the Wired Network

1. Have an Ethernet cable available. A CAT5e or CAT6 rated cable is recommended. A CAT5 or lower cable should be replaced. Ethernet cables are available for staff use. Ethernet cables are not available for guest use.
2. Connect one end of the Ethernet cable to your device and the other end to the connection on the wall.
3. After your computer detects the connection, you should immediately have internet access. Access to printers and other staff resources is also available.

Printing

Get help connecting to the printers.

Printing on Domain Joined (Camp Owned) Devices

On camp owned computers, the printers are **already installed and configured**.

If for some reason, **a document does not print**:

1. Check the name of the printer you are attempting to print to, and ensure you're printing to the printer you expected.
2. Check that the printer is showing as online.
3. Check the print queue of the printer to ensure there are no documents with an "error" state holding up the queue.
4. Check for an error on the front display of the printer.
5. Contact IT for additional support.

If for some reason, **a printer is not listed**:

1. Check the name of the printer you are attempting to print to, and ensure you're printing to the printer you expected.
2. Check that the computer is connected to the network.
3. Check that the computer is joined to the domain (Click the windows button and type advanced. Select "view advanced systems settings", it should take you to system properties. Select the "Computer Name" tab. Look at the "Workgroup" property and ensure it reads "hsr-bsa.org".) If it is not domain joined, contact IT for additional support.
4. Restart the computer to ensure it has the latest updates enabled.
5. Contact IT for additional support.

Printing

BYOD (Bring Your Own Device) Printing

To print from a personal device, follow the instructions for setting up [Guest Printing](#).

Accessing the File Server (Coming Soon)

Coming soon - Instructions for accessing the file server from a personal device.

Special Devices (3D Printers, Laser Cutters, etc.)

It is possible for your program/department to make use of the network for your special, network-enabled devices (such as 3D printers, laser cutters, and more). However, these devices will require special setup with the help of a HSR network administrator. To get such a device connected, please contact your manager/supervisor. They will be able to submit a support request on your behalf to get your device connected.