

Important Update: Campus Transition to Authenticated Wireless

Dear Staff and Students,

The University of the West Indies, St. Augustine Campus is upgrading its wireless network as part of ongoing efforts to strengthen security, improve performance management and modernize our digital infrastructure.

Currently, campus Wi-Fi operates on open networks without authentication. While this has provided ease of access, it also limits our ability to manage bandwidth effectively and maintain optimal security standards.

The transition to a secure, authenticated wireless environment will commence as follows:

March 17, 2026 – commencement of the transition to authenticated **staff** wireless.

March 24, 2026 – commencement of the transition to authenticated **student** wireless.

What This Means for You

Two new wireless networks will be available:

- **STA-Staff** – For staff (login required)
- **STA-Student** – For students (login required)

Users will be required to log in using their existing university credentials.

This shift allows the Campus to:

- Strengthen cybersecurity
- Allocate bandwidth more strategically
- Improve accountability and network stability
- Monitor usage to reduce congestion

During the initial launch phase, a guest network will not be broadcast. This is intended to support a smooth migration to the authenticated networks. A limited-bandwidth guest network will be introduced following system stabilization.

All Users are asked to note that from April 1, 2026 the previous open wireless STA-TEST will no longer be available.

For technical support during the transition, please contact your respective Faculty IT Support or send an email to sta-servicedesk@sta.uwi.edu.

Campus Transition to Authenticated Wireless

Frequently Asked Questions

1. Why is the St. Augustine Campus changing the Wi-Fi system?

The Campus is transitioning from open wireless networks to authenticated networks to strengthen cybersecurity, improve bandwidth management and enhance overall stability and performance.

Open networks limit our ability to manage usage effectively and pose avoidable security risks. The new system aligns with modern university standards.

2. What networks will be available?

- **STA-Staff** (login required)
- **STA-Student** (login required)

A limited-bandwidth **STA-Guest** network will be introduced after system stabilization.

3. Why do I now have to log in?

Authentication allows the campus to:

- Protect user data
- Prevent unauthorized access
- Allocate bandwidth fairly
- Identify and manage unusually high consumption that affects others
- Most major universities require authenticated wireless access.

4. Will the Wi-Fi be faster?

The primary goal of this phase is stability, security and better management. Performance improvements are expected over time as usage patterns are monitored and bandwidth is optimized.

5. Why is there no guest network at launch?

The guest network will be introduced after initial stabilization. Temporarily withholding it ensures that staff and students migrate properly to the secure, authenticated system rather than defaulting to open access.

6. What if I cannot connect?

Step-by-step connection guides will be provided.

If you experience issues, please contact your Faculty IT Support or send an email to sta-servicedesk@sta.uwi.edu.

7. Will my login activity be monitored?

The Campus does not monitor personal content. However, network usage data (such as bandwidth consumption) is monitored to ensure fair distribution and prevent abuse. This is standard practice in managed institutional networks.

8. What happens to the old Wi-Fi networks?

The following networks will be removed:

- STA-TEST
- STA-test
- EDUROAM (where applicable)

Users will need to connect to the new authenticated Service Set Identifier (SSIDs) or name of Wi-Fi network.

9. Will this affect Halls of Residence?

Halls will retain their defined bandwidth allocation during the first phase. Adjustments will follow during the stabilization phase.

10. Is this permanent?

Yes. The Campus is standardizing on an authenticated wireless environment as part of broader digital modernization efforts.