ClearPass OnGuard

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4/10/2025

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Purpose

This training material highlights how to utilize ClearPass OnGuard, a solution allowing students and faculty to safely use the ethernet ports around campus rather than wireless networks.

Audience

University of Memphis faculty, staff, or students who wish to utilize ethernet connections rather than wireless networks.

Installation

1. Please note that OnGuard is only necessary for those wishing to use Ethernet/LAN connections. Wireless Network access does not require the use of these solutions.

2. The first time that you plug a device into a University LAN or Ethernet Port, if OnGuard is not already installed on your device, it will automatically redirect to a captive portal for the installation of OnGuard. From this portal, select the appropriate operating system for your device.
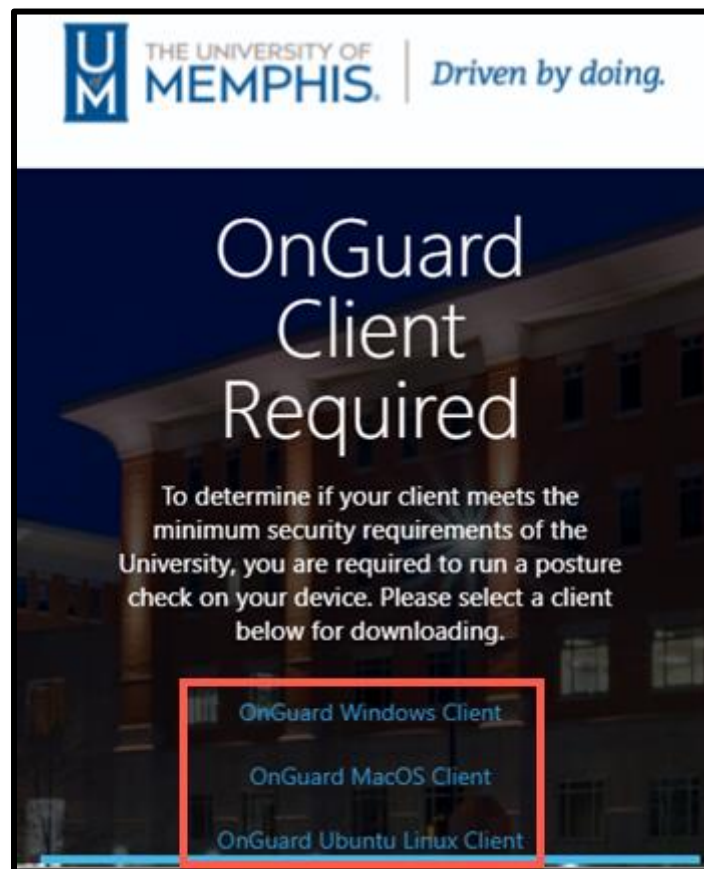

3. OnGuard captive portal. Select the device operating system from this point.

Windows Installation

1. Select Windows from the automatic captive portal, then download and run the OnGuard client.

2. On a Windows device, a SmartScreen option may appear. Click on **Run**. If there are any issues, right-click the file and select **Unblock** or **Run Anyway**.
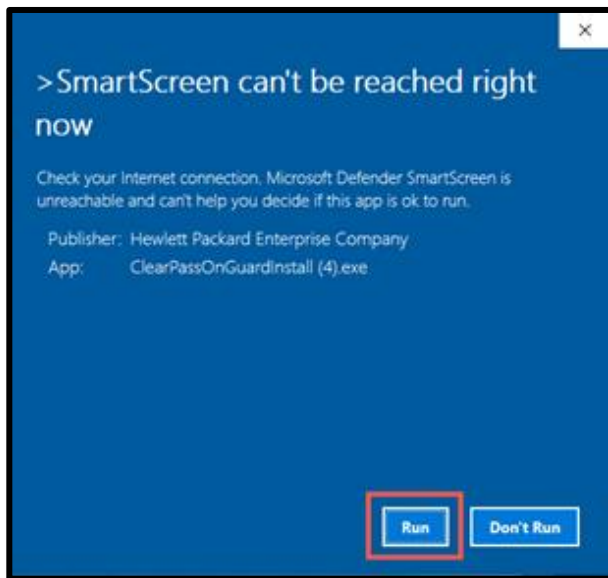
3. Follow the prompts to install and run ClearPass OnGuard. Once finished, a popup will appear, showing that the device is healthy. Once this appears, the device has full access to the internet. Select a language from the drop-down menu, then click **OK**.
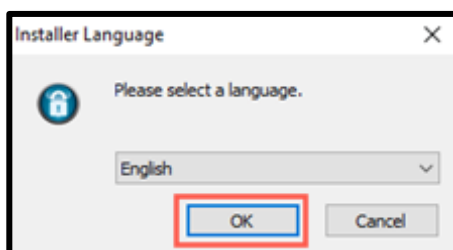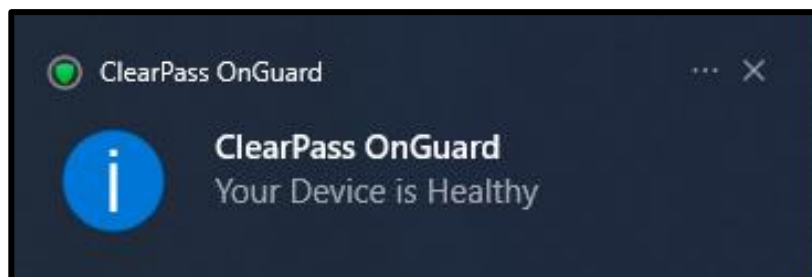
4. Click **Install.**

5. Click **Finish.**

6. Popup showing that the device is healthy.

MacOS

1. Plug the device into a wired connection via LAN/Ethernet to a switch/wall port.

2. Open any browser, and it will redirect you to a page where you can download, install, and run the ClearPass OnGuard client.

3. Click on the Mac OnGuard Agent link to download the installer if prompted:

4. Launch the downloaded package, click continue through the agreements, and install after deciding which drive to install ClearPass OnGuard onto. You will want to download and install the .pkg file.
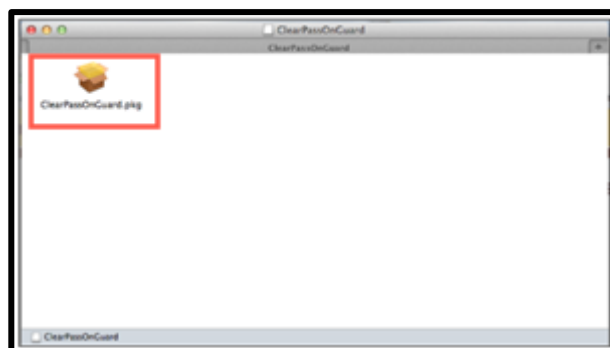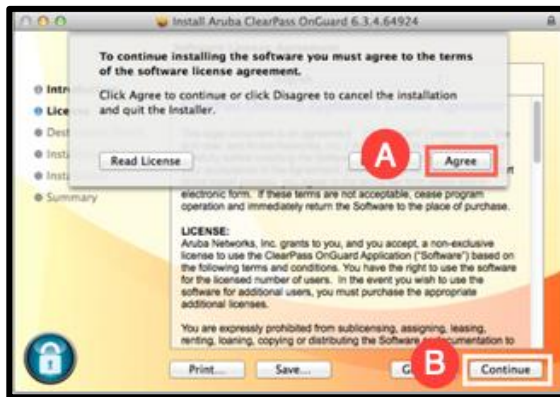
5. Click **Continue**.
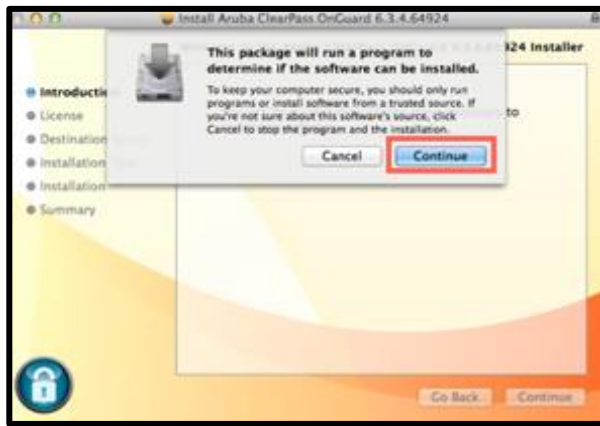
6. Click **Continue**.

**7.** Click **Continue** to Save/Print the License Agreement if desired.

8. Click **A) Agree,** then **B) Continue**. You can also view the License File.

9. Go through the Install process, pick your install location, and choose Install.

10. If successful, click close. If you have error messages, close, and retry installing the .pkg file.

11. ClearPass OnGuard will quickly determine whether the machine is healthy. Remember if not healthy, you can still use our Wireless Network, but you will need to make sure firewall/antivirus programs/macOS is updated to latest patch, to be healthy.
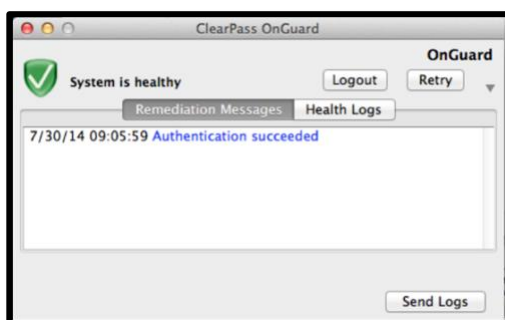
Special Considerations

1. Have the latest version of Windows 10 or 11, or Mac OS installed on the device.

2. Always have a firewall turned on and active.

3. An antivirus program is required to always run.

Locating Help Resources

umTech offers support to faculty, staff, and students, provides additional assistance, and resources. Such help can be located as follows:

Submitting a Service Request

Login URL: Click here for our service desk ticketing system. After logging in, choose the appropriate form request for services.

Contact the ITS Service Desk — 901.678.8888 any day of the week! *(Excluding Some Holidays)*

ITS Service Desk Hours

Contact the Service Desk for assistance with technical login problems or issues. Voicemail services will handle ALL incoming calls after hours. If you require assistance after 8:00 pm, please leave a message or submit a service request.

Voice messages will be checked regularly and receive priority response the following business day. You may also email umTech at umtech@memphis.edu. *(Using this email will automatically generate a service request)*.

Important Links
Explore the umTech Website
Search the Solutions Page