



CAMPUS NETWORK CONNECTION

FAQ

The **TECHNO_ZCampus** WiFi and the wired campus network are both public networks. First you have to connect with the network. **Additionally you sign in** with your username and password after a successful connection to the network. You receive the access data (WLAN key password, username and password) when you sign the rental contract.

How do I sign in?

Step 1: Connect your device with the **TECHNO_ZCampus** WiFi or with a network cable through the standard network port in your room. By opening a new web browser window you should be redirected to the firewall authentication network **login page**.

Step 2: Enter your **personal username and password** and agree to the terms and conditions to finish the authentication process and to finally connect to the campus network.

Due to security reasons you need to **re-enter** your username and password **every 24 hours**.
Do not give your username and password to others!

What if I forget or misspell my password?

When the wrong password is entered three times in a row, the login page is locked for one hour. After that, you can sign in as usual.

In case you have forgotten or lost your username and password, please contact the Techno-Z Student Residence Management.

What should I do when I cannot connect to the internet?

- Make sure **airplane mode** is switched off.
- Make sure WiFi is on. Then turn it off and on again to reconnect.
- Check if the **network cable** is connected properly. Check if all pins of the network cable are intact on both ends of the cable. Check if the pins on the wall connector are alright and cleaned (not covered with dust, dirt or wall color).
- Plug out the network cable and reconnect it again with your notebook.
- Restart your phone or notebook.
- Try to connect to the WiFi network with another device, like a laptop computer or friend's phone. If other devices are able to connect with the network, the problem is most likely with your phone or notebook and not with the network infrastructure of the campus.



Still no success?

Try to delete/forget and add the WiFi again:

- Open your **network settings** application
- If needed, turn on WiFi to see all saved network connections.
- Select the TECHNO_ZCampus network connection and choose “delete” or “forget”.
- Open your network settings application: Choose the TECHNO_ZCampus network connection.
- If the TECHNO_ZCampus network is not listed, make sure you are in range and select “Add network”.
- Enter TECHNO_ZCampus as network name (SSID).
- Enter your password
- Select **automatic reconnect**.
- Save the network.

What if I can connect to the WiFi, but the login page does not appear?

- Make sure that you turned off your **mobile data connection**. Thereby you force your device to use the WiFi connection and to show the login page the next time you open your browser.
- After a successful connection to the WiFi a notification should pop up that redirects you directly to the login page. Click/tab this notification to open your browser, which should load the login page automatically.
- If this notification doesn't appear, open your web browser manually. It should load and display the login page automatically.
- If this is not the case enter a valid internet address of a website. Your browser should now redirect you to the login page.
- Attention: Your browser may warn you that the connection is not secure. In this case add an **exception for the login page**. Normally your browser should offer a possibility to add this security exception directly, but this option might be hidden. Therefore make sure to read the browser's explanations carefully and expand all hidden drop downs or menus to get the desired options.
- If this is still not working, recheck the entered numbers and reload the page. Furthermore you can try to reach the login page with a different browser application.



Further recommendations

- In case your browser doesn't show the login page, try to reload the site with the following shortcut: "**CTRL+F5**". This reloads the page while ignoring the browser cache and should enable a clean reload of the the login page.
- On mobile devices try to activate the "**incognito/private mode**" of your browser. In this mode the browser doesn't use the cache at all granting a clean reload of the login page.
- In private mode try to enter the address of an arbitrary site to reach the login page.
- Make sure that your device didn't change any relevant network or **security settings** after a **system update**, which could prevent you from connecting to the WiFi or wired network. Set your security settings to the lowest level possible.
- In case you have installed an **anti-virus software**, minimize the security or deactivate it completely. Software like this and the firewall do not work together in most cases, because they have the same purpose and function.

Last but not least

- Try to "delete/forget" the WiFi or network connection and restart the connection process.
- In case the WiFi registration should not be possible after trying out all recommendations mentioned above, please contact the Techno-Z Student Residence Management.