



Requesting Guest Wireless Access

Introduction

This help sheet explains the steps for requesting wireless guest access. For an overview of the request and approval process, please refer to the help sheet titled *Guest Wireless Access Overview*.

Step 1: Submitting a Request Online

1. Open a Web browser to <http://technology.pitt.edu/guestwireless/newguestrequest.aspx>. Complete the request form and click the **Submit** button.

Note: You will need to provide the University Computer Account username of the faculty or staff member who will act as your Host. If you do not know the username, please contact your Host to obtain it.

Guest Wireless

Guest Information

* First Name:

Jane

* Last Name:

Doe

* Email:

jdoe@xyzmail.com

* Confirm Email:

jdoe@xyzmail.com

Organization:

University of Alaska

Address:

123 Main St.

City:

Fairbanks

State:

Alaska

Zip:

12345

Phone Number:

555 - 555 - 5555

Host Information

Enter the username of the Pitt faculty or staff member who will approve your request. Enter only the username, not the complete email address.

* Host Username:

abc99

Event Information

* Arrival Date (mm/dd/yy):

09/23/09

* Departure Date (mm/dd/yy):

09/23/09

Usage:

Visiting researcher/academic

Click **Submit** to send your request.

A request confirmation email will be sent to the address you have entered on this form. You will need to follow the instructions contained in the confirmation email in order for your request to be submitted to the Host for approval.

Submit

Cancel

- After you submit the form, the following screen will display indicating that your request has been successfully submitted. You will need to confirm your request before it can be sent to your host.

The screenshot shows a web page titled "Information Technology" with the subtitle "COMPUTING SERVICES & SYSTEMS DEVELOPMENT". Below this is a section titled "Guest Wireless". On the right side, there is a "HELP" button and text: "Contact the Help Desk online or by phone, 412-624-HELP [4357]". The main content area says "Request Submitted" and provides a confirmation message: "Your request was submitted successfully. A confirmation email from helpdesk@pitt.edu will be sent to the email address that you entered. Follow the instructions contained in the email, and your request will be submitted to your Host for approval. If you do not receive a confirmation email, check your junk email folder to ensure the email was not misidentified as spam, or call the Technology Help Desk at 412 624-HELP [4357]."

- You will receive a confirmation email from the Technology Help Desk at the email address that you entered on the Guest Access Request form. Click the link provided in the email.

The screenshot shows an email interface. The header includes a star icon, the address "helpdesk+@pitt.edu to me", a "show details" link, the time "5:41 PM (16 minutes ago)", and a "Reply" button. The body of the email starts with "Dear Guest," followed by a message explaining the request for guest access to the University of Pittsburgh's wireless network for the dates 9/23/2009 to 9/24/2009. A link is provided: "<http://technology.pitt.edu/GuestWireless/Vemail.aspx>". Below the link, there is a warning: "You are being asked to verify your request to ensure that no one has submitted an access request for you without your knowledge. If you have not submitted a request for guest access to the University of Pittsburgh's wireless network, please ignore this email. If you have questions about the guest access request process, please contact the Technology Help Desk at 412 624-HELP [4357].". The email ends with "Sincerely, Technology Help Desk, Computing Services and Systems Development, University of Pittsburgh, 412 624-HELP [4357]".

- A Web page will display prompting you to confirm your request. Click the **Verify** button.

The screenshot shows a web page titled "Guest Wireless". On the right side, there is a "HELP" button and text: "Contact the Help Desk online or by phone, 412-624-HELP [4357]". The main content area is titled "Verification of email" and contains the instruction: "Please click the Verify button below to submit your request. If you do not wish to request access, click the Cancel button." Below this, there is a form with the following fields: "Last Name: Doe", "First Name: Jane", "Email:", "Arrival Date: 9/25/2009", and "Departure Date: 9/26/2009". At the bottom, there are two buttons: "Verify" and "Cancel". The "Verify" button is highlighted with a red box.

5. The window below will display indicating that you have verified your request. Your Host will now receive an email message asking him or her to respond to your request. After the Host approves your request, you will receive an email message with instructions for completing the registration process.

Verification of email
Your Host will be notified of your request. If approved, you will receive an email with instructions for completing the registration process. You will also receive an email if your request is denied.

Step 2: Receiving Approval and Completing the Registration Process

1. After the Host approves your request, you will receive an email message with instructions for completing your registration. Click the link provided in the text of the message.

helpdesk+@pitt.edu to me [show details](#) 6:04 PM (0 minutes ago) [Reply](#)

Dear Guest,

Your request for guest access to the University of Pittsburgh's wireless network from 9/25/2009 to 9/26/2009 has been approved. Your username will be: [Guest@gmail.com](#). Click the following link to complete the registration process.

Complete Guest Wireless Registration: <<http://technology.pitt.edu/GuestWireless/AcceptUPoly.aspx>>

For more information about locations and connection instructions, visit [wireless.pitt.edu](#).

If you have questions about wireless networking at the University of Pittsburgh, please contact the Technology Help Desk at 412 624-HELP [4357].

Sincerely,
Technology Help Desk
Computing Services and Systems Development
University of Pittsburgh
412 624-HELP [4357]

2. Read the Acceptable Use Policy and click **Accept**.

Acceptable Use Policy
<p>The University of Pittsburgh provides wireless network service as a courtesy to visitors and guests. By clicking on the "Accept" button below and making use of this service, you agree to follow all applicable University policies and procedures (http://technology.pitt.edu) on network access and use. You also agree that the University may, at its sole discretion, suspend or revoke your access to the wireless network if you violate these policies and procedures or any applicable local, state, or federal laws.</p>
<div><div>Accept</div><div>Decline</div></div>

3. Next, you will be prompted to set the password that you will use to log in to Wireless PittNet. Enter a password in the **New Password** field and enter it again in the **Confirm Password** field. Then select a security question and answer. The security question will be used in the event that you forget your password. Click the **Set Password** button.

Information Technology

COMPUTING SERVICES & SYSTEMS DEVELOPMENT

Guest Wireless

HELP Contact the Help Desk online or by phone, 412-624-HELP [4357].

Set Password for Guest Wireless Account

Please select your password for your Guest Wireless account. Your password must be 8 to 14 characters long. It should consist of some combination of letters and numbers and must also contain at least one special character (for example, !, @, #, or \$). Your security question will be used in the event that you forget your password.

New Password:	<input type="password"/>
Confirm Password:	<input type="password"/>
Arrival Time:	9/25/2009
Departure Time:	9/26/2009
Security Question:	What's your favorite food? ▾
Security Answer:	<input type="text"/>

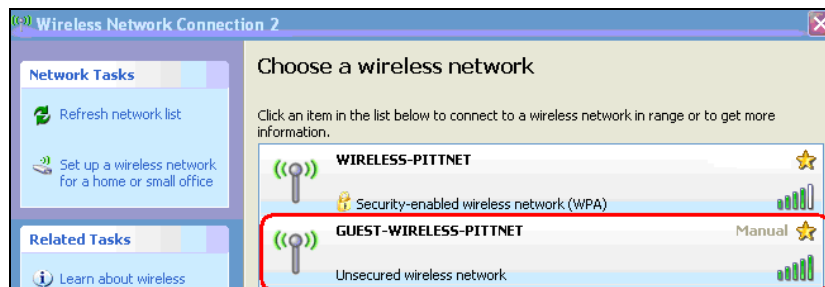
4. The following screen will display indicating that you have successfully set your password. Click the **Close** button.

Change Password

Your password change was successful. Your registration process is complete.

Step 3: Logging in to the Guest Wireless PittNet Network

1. When you arrive on campus, take your laptop computer to a location where wireless service is available. You can visit technology.pitt.edu for a complete list of access locations.
2. Open the software that you use to manage your wireless network card (usually found in the system tray of Windows computers). Select the **GUEST-WIRELESS-PITTNET** network and connect to it.



3. Open a Web browser. The following Guest Login window will display.

4. In the **Email** field, enter the email address that you used when you completed the Guest Access Request form. In the **Password** field, enter the password that you set. Click the **Login** button to connect to the Guest Wireless PittNet network.

Note: If you arrive on campus without first setting your password, log in by entering your email address in the lower half of the page. If your request has been approved, you will be prompted to accept the Acceptable Use Policy and set your password at this time. If your request has not been approved yet, you will need to obtain approval from your Host before you can proceed.

Get Help

The Technology Help Desk at 412 624-**HELP** [4357] is available 24 hours a day, seven days a week to answer your technology-related questions. Questions can also be submitted via the Web at technology.pitt.edu.