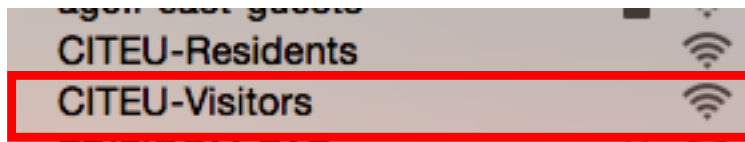


CITEU - Basic Login

Edificom Communications SA

Wifi SSID Connection

Connect to the CITEU-Visitors for the basic Login Account.



Wifi create account

The Portal page should come up automatically. But if this does not, please open a browser and visit a [http:// website](http://website) (ex. aol.com)

Register to Create a account and please fill in the corresponding fields with your Information.

La Cité Universitaire de Genève
A large village of over 850 people and 100 nationalities

Cité Universitaire de Genève - Visitors

If you are Resident of CITEU, please connect to **CITEU-Residents**.

- [Register for Basic Access](#) (Free of charge)
- [Register for Premium Access](#) (Payment Service)
- You already have an account? [Login here](#).

Basic Internet Access is offered to visitors free of charge. For advanced services, please register for [Premium Access](#) via Credit Card Payment.

Support access via EDIFICOM Internet Services Hotline, +41 21 313 23 10, support@edificom.ch

Basic Internet Access	Premium Internet Access
	+ Upload Data / iCloud / Photo Stream / Video
	+ e-Learning / VPN / YouTube / Live TV / Streaming / FTP / Skype
E-Mail / UNIGE Web / Google / Facebook / Twitter / News / Weather / Messaging / Chat	
Self-Registration Via Mobile Phone or E-Mail access Offered by Cité Universitaire de Genève	Credit Card Payment CHF 5.- / day, 15.- / week, 30.- / month
Best-effort delivery 0.5 Mbits/s Download (up to) 0.1 Mbits/s Upload (up to)	Bandwidth & service prioritization 5.0 Mbits/s Download & 5.0 Mbits/s Upload 3 concurrent connections

CITEU Visitors Basic Internet Access Registration

Your account is free of charge and valid for 1 month.

We will then send you a SMS with your login details. If you do not have a mobile phone, please contact the **Reception Desk**.

By generating your account, you confirm that you are accepting our [Acceptable Usage Policy](#) (PDF).

Batman

Wayne

+41

079

Batman@edificom.ch

Wayne Enterprise

B.01-2

GENERATE ACCOUNT

Wifi Login

You Will be getting a SMS and a E-mail with you account information. Again Basic accounts are valid 30 days from first login.

Once you are logged in, you can view from this window your remaining time on your account.



- ▶ LOGIN
- ▶ BASIC ACCESS
- ▶ PREMIUM ACCESS
- ▶ WELCOME
- ▶ HELP

CITEU Visitors Login

Log in here with your CITEU-Visitors Basic or Premium account.

If you have not received an SMS with your password, please check your email. If possible, please ask at reception for your login credentials.

[Forgotten y](#)



Successful Authentication

Authentication successful, you are connected to the network.

Here are some useful links for you:

- [La Cité Universitaire de Genève](#)
- [L'Association des Résidents de la Cité Universitaire \(ARC\)](#)
- [Université de Genève](#)
- [TPG - Transports publics genevois](#)
- [SBB CFF FFS - Swiss Railway Network](#)

Your account will expire in:30 Days(s) 23 Hour(s) 59 Minute(s)

Troubleshooting

- ▶ If you are having trouble login in, please change SSID wifi and change back. From CITEU-Visitors to CITEU-Resident, back to CITEU-Visitors.
- ▶ If you are having trouble with the wifi, Please try in the hallway.
- ▶ If you are still having problems please try in the Reception Area and in the Sous-sol recreation area (Near Building D). These 2 area are different networks.
- ▶ If you have question regarding more problems please contact Edificom +021 313 23 13
support@edificom.ch
- ▶ If you contact Edificom, please have your e-mail account and your device Mac Address ready for us. (<http://www.uni.edu/resnet/content/find-your-devices-mac-address>)

PC Troubleshooting

- ▶ **Windows PC troubleshooting**
- ▶ Can you please give us your IP address that you are getting from the network.
<http://windows.microsoft.com/en-us/windows/find-computers-ip-address#1TC=windows-7>
- ▶ Can you delete your wireless profile and then reconnect to it again:
<http://www.tp-link.com/EN/article/?faqid=214>
- ▶ Delete your Wireless profiles via Command line (For Windows 8) .
<http://lifesacker.com/remove-wi-fi-profiles-from-windows-8-1-from-the-command-1449954864>
- ▶ Also try to release and renew your IP address:
<https://kb.wisc.edu/page.php?id=562>
- ▶ MS Wireless Problems:
<http://windows.microsoft.com/en-us/windows/network-connection-problem-help#network-problems=windows-7&v1h=win81tab1&v2h=win7tab1&v3h=winvistatab1&v4h=winxptab1>

Mac troubleshooting

- ▶ OS X: Find your IP address
<https://discussions.apple.com/message/19090931#19090931>
- ▶ OS X: Renew an IP address from the DHCP server
<http://support.apple.com/kb/PH10743>
- ▶ OS X: Choose preferred Wi-Fi networks
<http://support.apple.com/kb/PH10667>
- ▶ OS X: Remove wireless profile from Mac
<http://www.tp-link.com/en/article/?faqid=286>
- ▶ OS X: Reset PRam
<http://support.apple.com/kb/ph11243>