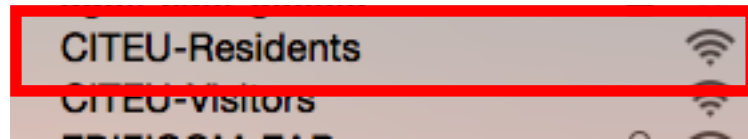


# CITEU - Resident Network

Edificom Communications SA

# Wifi SSID Connection

Connect to the CITEU-Resident for the Resident Login.



# Wifi create account

\*\*\*Note you will need a Event code from Reception

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)



## La Cité Universitaire de Genève - Residents

- ▶ LOGIN
- ▶ REGISTRATION
- ▶ WELCOME
- ▶ HELP

If you are not a Resident, please connect to CITEU-Visitors.

- Register here (requires Authorization code)
- You already have an account? Login here.

High-speed Internet Access is offered to residents free of charge. An **Authorization Code** is required during registration, which can be obtained from the Reception desk.

Support access via EDIFICOM Internet Services Hotline, +41 21 313 23 10, [support@edificom.ch](mailto:support@edificom.ch)



- ▶ LOGIN
- ▶ REGISTRATION
- ▶ WELCOME
- ▶ HELP

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

## CITEU Residents Internet Access Registration

If you are not a Resident, please connect to CITEU-Visitors.

If you do not have an Authorization Code, please ask at the Reception Desk.

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

Batman

Wayne

+41

079 [redacted]

brucewayne@edificom.ch

b.01.2

[redacted]

GENERATE ACCOUNT

# Wifi Login

Once you Submit your profile you will be shown your Login account and password. You will also get a e-mail if the account details



▶ LOGIN

▶ REGISTRATION

▶ WELCOME

▶ HELP

## CITEU Residents Internet Access Registration

The account credentials were sent to your phone, please use them to access the network.

The account credentials were sent to your e-mail, please use them to access the network.

If you are not a Resident, please connect to **CITEU-Visitors**.

If you do not have an Authorization Code, please ask at the **Reception Desk**.

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

Username:

Password:

LOGIN

Login and you will then have details of how many days you have left on your account



▶ SUCCESSFUL AUTHENTICATION

## 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: 1 Days(s) 0 Hour(s) 0 Minute(s)

LOGOUT

# Troubleshooting

- ▶ If you are having trouble login in, please change SSID wifi and change back. From CITEU-Resident to CITEU-Visitors, back to CITEU-Resident .
- ▶ 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](mailto: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>