

## LSWLAN1/WIFI FREQUENTLY ASKED QUESTIONS

**1. I tried to register for a WiFi account but I encountered the following error: Based on our system, you are currently not enrolled as a student of the Ateneo.**

Most likely you are a late enrollee. Email your full name and Ateneo ID number to [lswlan1@ateneo.edu](mailto:lswlan1@ateneo.edu) so that we can allow you to register for a WiFi account. Otherwise you would have to wait until the next semester.

**2. I tried to register for a WiFi account but I encountered the following error: The email address you entered is already pending or in use. Please go back and enter another email address.**

If this error persists after three days it only means that you have already signed up for an account. No need to register for a WiFi account. But if you are certain that you have never signed up for a WiFi account, then somebody else might have stolen your identity in which case you must email your full name and Ateneo ID number to [lswlan1@ateneo.edu](mailto:lswlan1@ateneo.edu) so you can register for a WiFi account.

**3. I tried to register for a WiFi account but I encountered the following error: The MAC address you entered is already pending or in use. Please go back and enter another MAC address.**

If this error persists after three days it only means that you have already signed up for an account. No need to register for a WiFi account. But if you are certain that you have never signed up for a WiFi account, then somebody else might have stolen your identity in which case you must email your full name and Ateneo ID number to [lswlan1@ateneo.edu](mailto:lswlan1@ateneo.edu) so you can register for a WiFi account.

**4. I tried to register for a WiFi account but did not receive the confirmation email. What should I do?** Wait for three days and try to register again. You can also email your full name and Ateneo ID number to [lswlan1@ateneo.edu](mailto:lswlan1@ateneo.edu) so we can trace what happened to the confirmation email.

**5. I tried to change my MAC address from the CNG HelpDesk website but did not receive the confirmation email. What should I do?** Please email your full name and Ateneo ID number to [lswlan1@ateneo.edu](mailto:lswlan1@ateneo.edu) so we can trace what happened to the confirmation email and make the necessary changes.

**6. What if I changed my laptop? Do I have to register again?** No. You just have to update your WiFi registration to reflect the new MAC Address/Airport Address.

Go to <http://cng.ateneo.net/helpdesk.html>.

On the right side of the website there is a **WIRELESS LAN SYSTEM** section

Click on the **CHANGE ACCOUNT INFORMATION** link.

**CNG Wireless Access Page** web page opens

Type your email address (the one you used to register your WiFi account)

You will receive an automated email shortly after. The email contains a link needed to change your MAC Address/Airport Address and this is only **accessible within the Ateneo campus**. Once you have completed this step, the new settings will take effect within two hours.

**7. What if I registered the wrong email address?** Tough luck. You will have to wait for three days before you can register again.

**8. What if I registered the wrong MAC address?** Refer to #6. Do this procedure so that you will be able to use your laptop for WiFi access.

**9. What is the WEP key for LSWLAN1?** B9C2AF25DD

**10. What is the WEP key for FAURA-DISCS?** B9C2AF25DD

**11. I forgot the WEP key? How do I retrieve it?** Refer to #9 but if you insist ...

Go to <http://cng.ateneo.net/helpdesk.html>.

On the right side of the website there is a **WIRELESS LAN SYSTEM** section

Click on the **CHANGE ACCOUNT INFORMATION** link.

**CNG Wireless Access Page** web page opens

Type your email address – the one you used to register your WiFi account

You will receive an automated email shortly after. This email contains a link needed to retrieve your WEP key. This link is only **accessible within the Ateneo campus**.

**For questions/queries not in this FAQ, send your email to [lswlan1@ateneo.edu](mailto:lswlan1@ateneo.edu)**