

## **AMUCTA WiFi Access Guide**

### **Introduction**

Welcome to the AMUCTA WiFi network access guide. This document explains how staff members and students can connect to AMUCTA wireless networks using hotspot credentials sent through their email addresses.

The credentials usually include:

- Username
- Password

In some access points or device configurations, you may only be required to enter the password.

### **Available Wi-Fi Stations**

Users are encouraged to connect to the nearest available AMUCTA access point such as:

- amucta\_lib
- amucta\_h1
- amucta\_h2
- amucta\_h3
- amucta\_cafeteria
- amucta\_hostel
- Other AMUCTA WiFi stations available around campus

### **Important Information Before Connecting**

#### **One Device Policy**

Each WiFi account is intended for use on only one device.

The network identifies your device using the device MAC address.

If your phone or computer uses randomized MAC addresses, you may experience issues such as:

- Connected on one access point only
- Failure to reconnect on another station
- Authentication errors
- Multiple devices appearing as the same account

To avoid these problems, you **MUST** configure your device to use the device MAC address instead of a randomized MAC address.

## STAFF USERS

### Staff Credentials

All staff members are provided with WiFi credentials through their official email accounts.

The email contains:

- Username
- Password
- Connection instructions

### If Staff Did Not Receive Credentials

If you did not receive your WiFi credentials:

1. Verify your email inbox carefully.
2. Check the spam or junk folder.
3. Ensure your official contact email is correct.
4. Contact the Human Resource Management Officer to:
  - Update your contact email address if necessary
  - Request resending of the WiFi credentials

## STUDENT USERS

### Student Credentials

All registered students are provided with WiFi hotspot credentials through their registered email addresses.

### If Student Did Not Receive Credentials

Possible reasons include:

- Invalid or incorrect email address submitted during registration
- Email delivered to spam or junk folder
- Delayed email delivery

### What Students Should Do

1. Open your spam or junk folder.
2. Locate the WiFi credentials email.
3. Mark the email as “Not Spam”.
4. Move the email to your inbox.
5. If still not received, contact the **admission office** for email verification and support.

## STEP-BY-STEP GUIDE TO CONNECT FOR THE FIRST TIME

### Step 1: Enable WiFi

Turn on WiFi on your device.

#### Android

1. Open Settings.
2. Select Network & Internet.
3. Open WiFi settings.
4. Enable WiFi.

#### Windows Laptop

1. Click the WiFi icon.
2. Turn WiFi ON.

#### iPhone/iPad

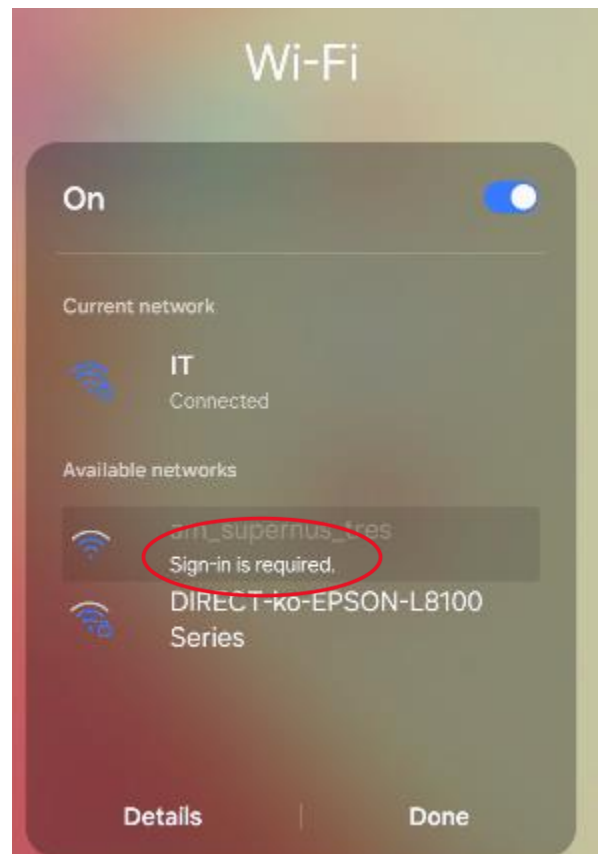
1. Open Settings.
2. Tap WiFi.
3. Turn WiFi ON.

### Step 2: Connect to AMUCTA WiFi Station

Choose the nearest AMUCTA WiFi station:

- amucta\_lib
- amucta\_h1
- amucta\_h2
- amucta\_h3
- Other available AMUCTA stations

Tap or click the station name to connect.



### **Step 3: Configure Device MAC Address Settings (First time only)**

This is a VERY IMPORTANT step.

Skip to step 4 if you configured device mac

You must configure the selected WiFi network to use the device MAC address before you sign in for the first time only.

Do NOT use:

- Randomized MAC
- Private MAC
- Random Hardware Address

Use:

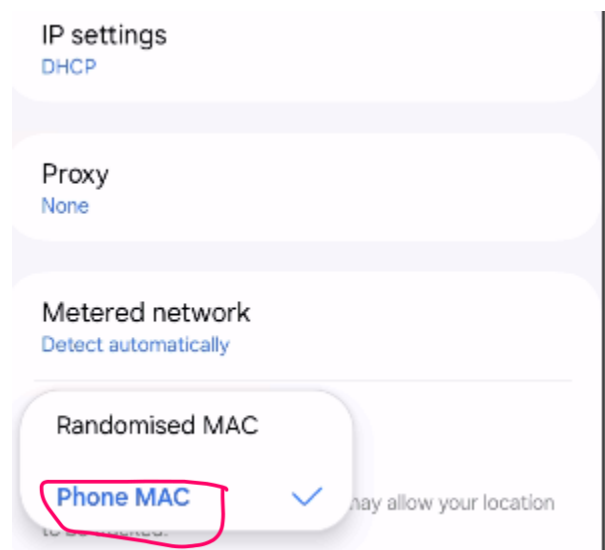
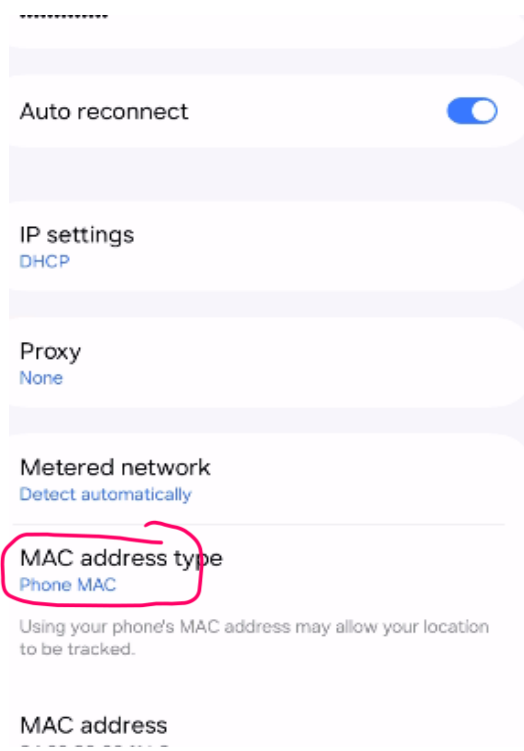
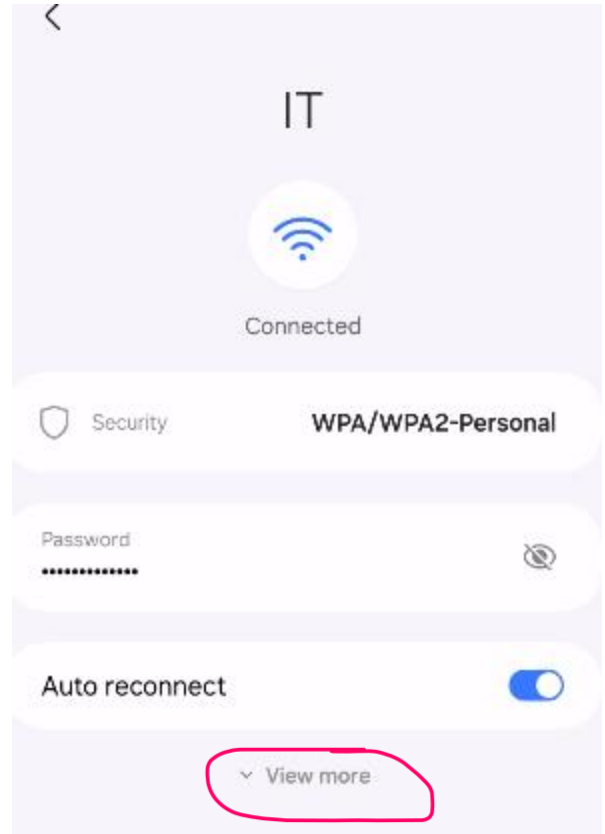
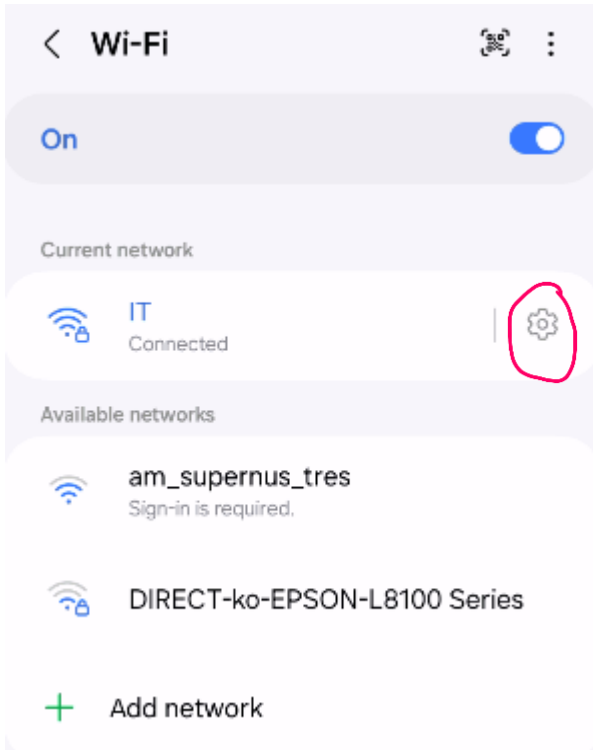
- Device MAC
- Phone MAC
- Original MAC

If this setting is not configured properly:

- Only one access point may work
- Other stations may fail to authenticate
- Your device may repeatedly ask for login credentials

#### **Android Devices**

1. Open WiFi settings.
2. Tap the AMUCTA WiFi network.
3. Tap Manage Network or Network Details.
4. Open Privacy or MAC Address settings.
5. Select:
  - Use Device MAC OR
  - Phone MAC
6. Save settings.



## Windows Devices

1. Open Settings.
2. Open Network & Internet.
3. Open WiFi.
4. Select Manage Known Networks.
5. Select the AMUCTA network.
6. Disable:
  - Random Hardware Address

## iPhone / iPad Devices

1. Open Settings.
2. Tap WiFi.
3. Tap the information icon beside the AMUCTA WiFi network.
4. Disable:
  - Private WiFi Address
5. Reconnect to the network.

## Step 4: Open Browser for Login

After connecting to the WiFi station:

1. Open your web browser.
2. The hotspot login page should appear automatically.
3. If not automatically redirected:
  - Open any website such as example.com
  - The login page should appear

## Step 5: Enter Credentials

Enter the credentials exactly as received in the email.

### Standard Login

Usually enter:

- Username
- Password

## Special Case

In some access points or configurations:

- Only password may be required

Then click:

- Connect to internet
- Sign In
- Connect

## Step 6: Successful Connection

After successful authentication:

- Internet access will be granted
- Your device will remain authorized for that configured device MAC address

## Troubleshooting Guide

### Problem: Login Page Does Not Open

Try the following:

1. Disconnect and reconnect WiFi.
2. Open a browser manually.
3. Visit any website.
4. Restart WiFi.
5. Restart the device.

### Problem: Credentials Rejected

Possible causes:

- Wrong username or password
- Extra spaces entered accidentally
- Expired credentials
- Device MAC address randomized

Solutions:

1. Re-enter credentials carefully.
2. Ensure Device MAC is enabled.
3. Contact support if the issue continues.

### **Problem: Only One Access Point Works**

Cause:

- Randomized MAC address enabled

Solution:

- Configure the device to use Device MAC or Original MAC address.

### **Problem: Email Not Received**

Check:

- Spam folder
- Junk folder
- Incorrect registered email address

If still missing:

- Request support for email verification and credential resend.

### **Security and Usage Rules**

Users are advised:

- Do not share credentials with others.
- Each account is intended for one device.
- Unauthorized sharing may lead to account blocking.
- Keep your password confidential.

### **Support Information**

For assistance regarding:

- Missing credentials
- Email update
- Login problems
- Device connection issues
- Hotspot access problems

Contact the responsible ICT support office.

### **End of Guide**

Thank you for using AMUCTA WiFi services.