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 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 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 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 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 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 ...

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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