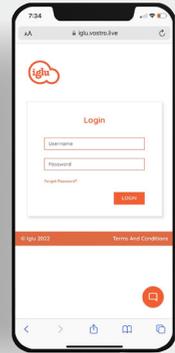
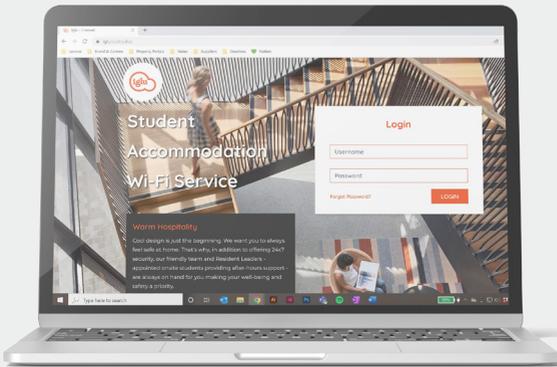


Getting Connected

A guide to connecting to the Wi-Fi

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Connecting to the Iglu Wi-Fi

1. Select Iglu Wi-Fi from your available networks.
2. This will take you to Iglu's Resident Self Management Portal where you will need to authenticate using your email and temporary password (your room number e.g. 0707.3 for share apartments or 0105 for studio apartments) and follow the prompts.
3. Accept the terms and conditions and change your password.

Note: For all apartments below level 10, you will need to add a zero before the level number as shown above.

***Note the new password must be different from the current one.**

Managing your devices

1. Head to: iglu.vostro.live and login with the same credentials you used to connect to the Iglu Wi-Fi. From here you can either add, edit or delete devices. (5-devices max).

Terms & Conditions

PRIVACY POLICY

Iglu's Privacy Policy complies with the Australian Privacy Act 1988 amended to conform to the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (the "Privacy Act"). The Australian Privacy Principles (APPs), contained in the Privacy Act, impose privacy obligations on organisations to comply with the collection, use, storage and disclosure of personal information. For the full policy please go to iglu's website www.iglu.com.au/general/privacy.

For Assistance See Reception

For your security, we need you to reset the password on your account.

Current Password

New Password

Confirm Password

Logout

Terms & Conditions

BY CLICKING "Accept & Continue" OR BY ACCESSING AND USING THIS INTERNET SERVICE YOU ACCEPT AND AGREE TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT AS SET OUT BELOW. IF YOU DO NOT AGREE, PLEASE DO NOT USE THIS SERVICE.

LIMITED LIABILITY

Iglu and Iglu's service providers will use reasonable endeavours to maintain an uninterrupted service. The stabilisation speed of the service is subject to the performance of the providers' network, platform and servers. Iglu, Iglu's

For your security, we need you to reset the password on your account.

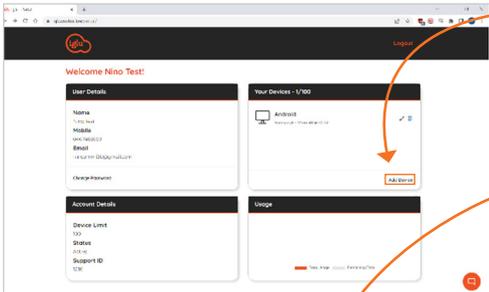
Current Password

New Password

Confirm Password

Logout

Adding a device



STEP ONE:

To add a device, click Add Device, you will then see the prompt below.

STEP TWO:

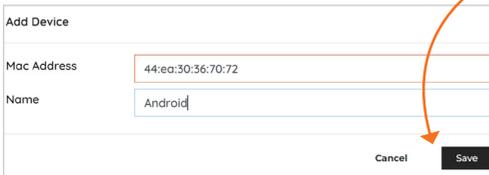
Enter the MAC address (see notes below) and enter a name for the device.

Note: The MAC address must be entered in the format displayed. If it's not entered correctly, the following error message will appear: MAC address must be of: AA:BB:CC:DD:EE:FF format (e.g. MAC address : 12:34:34:34:21)



STEP THREE:

Finally, click the 'Save' button and the device should then be active on the account. Attempts to add more than 5 devices will receive the following error message: "There was an error adding this device".



Note: You should turn off randomised MAC addresses on your devices to ensure they remain connected.

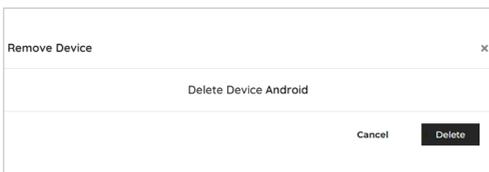
Removing a device



STEP ONE:

To delete a device, just click 'bin' icon to the left of the name of the device.

Note: Only manually added devices will be given names, the rest will just be called 'Device'. You will just need to look up your device MAC address if you aren't sure.



STEP TWO:

Click 'delete' down the bottom right of this new dialogue box to remove the device.

How to find a MAC Address

1. The steps to finding a MAC address differ for each device and operating system.
2. Search on Google **'how to find MAC address [insert device name here]'**. The first link to pop up on the search will show you how to find it.
3. Manually adding devices should only be necessary when the device doesn't have a web browser. Most commonly, this is used for things like Chrome casts, wireless printers & games consoles.

If you need assistance with finding the MAC address for your device, pop down to the Front Desk where the team can help you.

Trouble connecting your Apple laptop?

1. Check that you have connected your phone or another device successfully.
2. Connect your laptop to the Iglu Student Wi-Fi.
3. Doing this will cause the login popup to appear, close this popup.
4. Open Safari on the your laptop and navigate to a public website (eg. YouTube or Netflix), this should force the login page to come up again but this time within Safari.
5. Login on this screen and you should be able to connect.

Using Iglu Secure

This is an option if you would like an added layer of online security.

1. Log into Iglu Secure using your added devices.
2. Connect to Iglu Secure using your portal login details
3. Change MAC address type to Phone

You must have already accepted the terms in step 1 to access the Iglu Secure network.

< Iglu Secure

EAP method
PEAP

Identity
ninoem30@gmail.com

Password
.....

CA certificate
Don't validate
No certificate specified. Your connection won't be private.

Auto reconnect

Phase 2 authentication
Anonymous identity

IP settings
DHCP

Proxy
None

Metered network
Detect automatically

MAC address type
Phone MAC

Connect



WHO TO CONTACT FOR HELP

If you're having issues getting connecting you can visit the Tech Support section on the *My Iglu* site where you will find a range of contact options.