

# WIFI AUTHENTICATION

Connect to your enterprise WiFi network with these simple steps

## ABOUT YOUR WIFI

WiFi is provided throughout the building with the ability to access your company's private network using Enterprise 802.1x authentication. This enables you to access your own network resources anywhere throughout the building, including communal areas.

WiFi access points are located throughout the building to ensure full coverage, however, performance is dependent upon proximity to a WiFi access point, the number of devices connected, and the bandwidth utilisation. Please be aware that network speed tests will not match your allocated allowance unless your device is the only one connected to your network.

## GOOD TO KNOW

Once you have logged in using the instructions in the pages that follow, the network will remember you and you do not need to log in again.

A guest network may also be provided on your site with a separately broadcast network name (SSID). This network is NOT private and will only enable internet access and no access to your corporate network.

## IF A DEVICE IS NOT CONNECTING

Devices that are unable to connect to Enterprise 802.1x authentication using the instructions in the pages that follow (such as printers, Alexa, TVs, Sonos and some older IT equipment), can be connected via the radius MAC authentication method.

The radius MAC authentication method allows a user to be authenticated by a MAC address. A MAC address is a unique identifier assigned to a device (eg. phone/laptop) and enables you to connect wirelessly without any username or password.

### **Business centre manager should do the following:**

1. Please email the MAC address ([click here for help on finding the MAC address](#)) of the device that cannot connect to Enterprise 802.1x with the name of the client to support@vtsl.net.
2. VTSL will confirm the MAC address(es) are added to the network.
3. The device will then connect to the SSID designated for MAC authentication without the need to enter a password or username.

## SUPPORTED OPERATING SYSTEMS

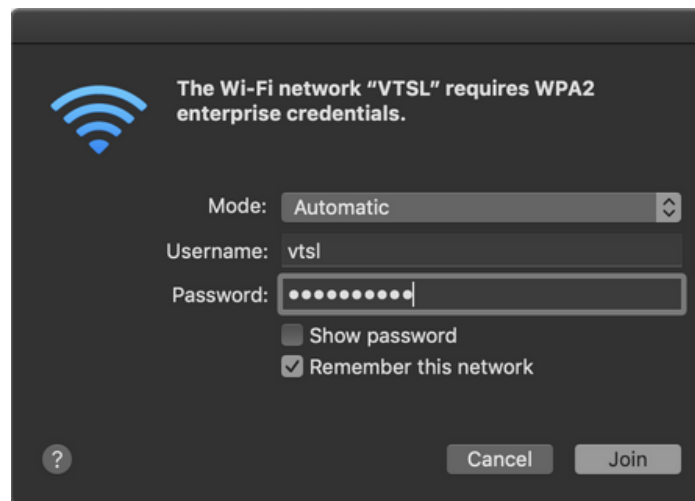
Mac OS X 10.12+ Windows 8.1+ Android 7.0+ iOS 11+



# MAC OS X LOGIN PROCESS



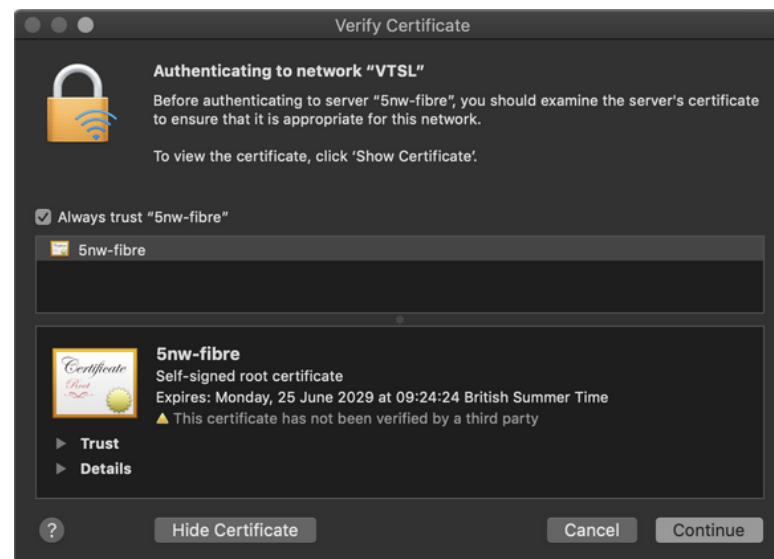
Step 1: Click on the WiFi Symbol and then select the business centre network



Step 2: Enter the login credentials provided by VTSL



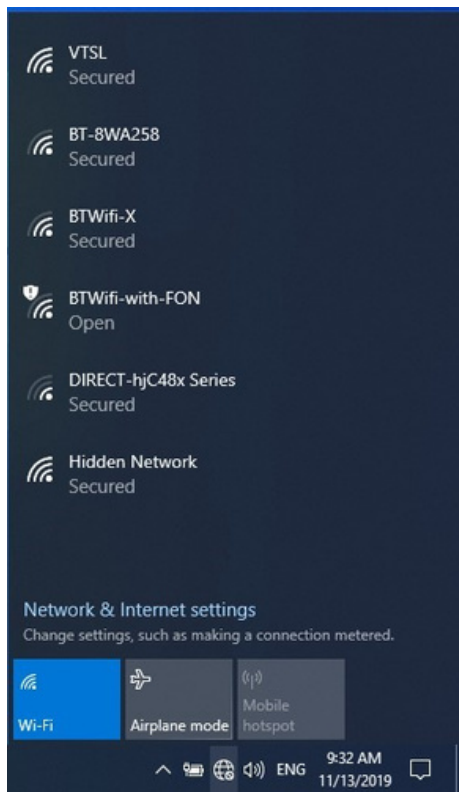
Step 3: When you see the certificate warning, click 'Show Certificate'



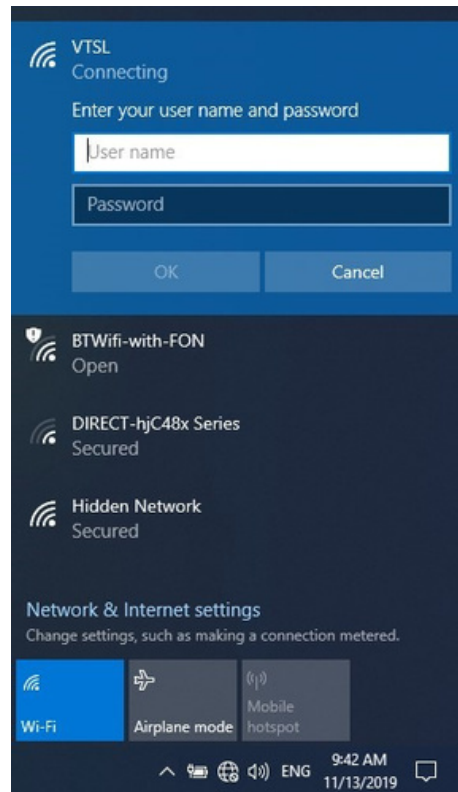
Step 4: Make sure the 'Always Trust' box is ticked. Then press 'Continue' and you will be connected



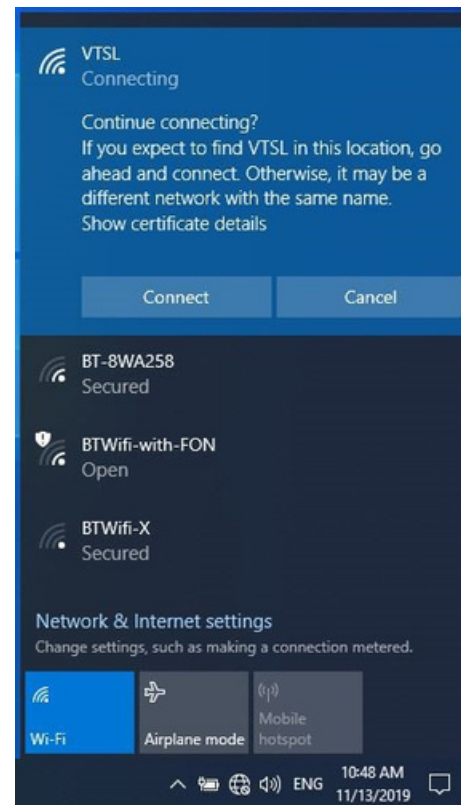
# WINDOWS LOG-IN PROCESS



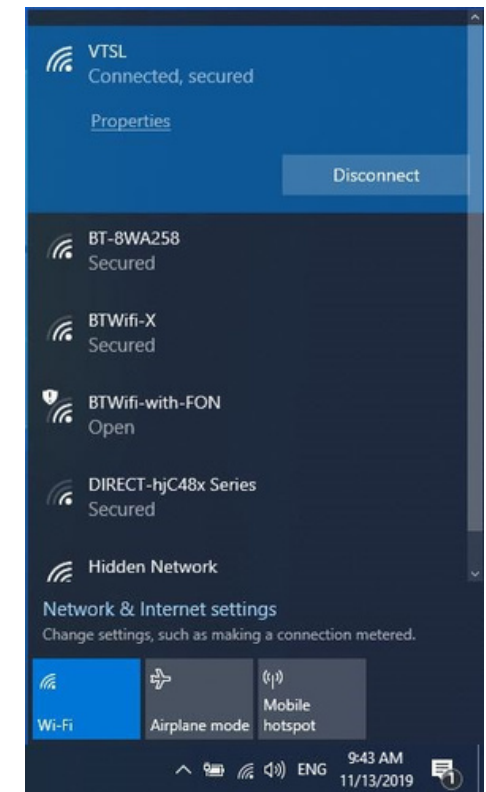
Step 1: Click on the WiFi symbol at the bottom-right of your screen to view available networks and then select the business centre network



Step 2: Enter the login credentials provided by VTSL



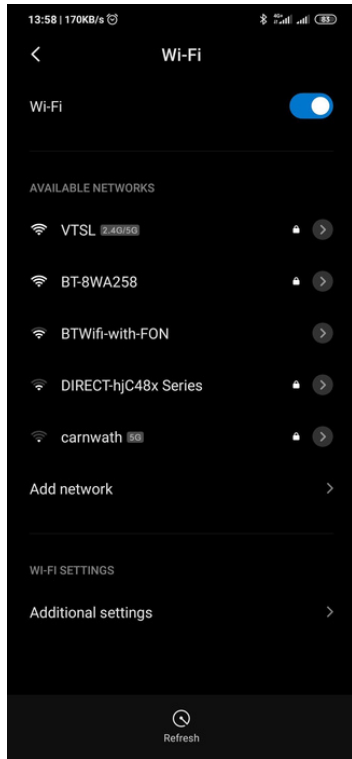
Step 3: When you see the screen above, press 'Connect'



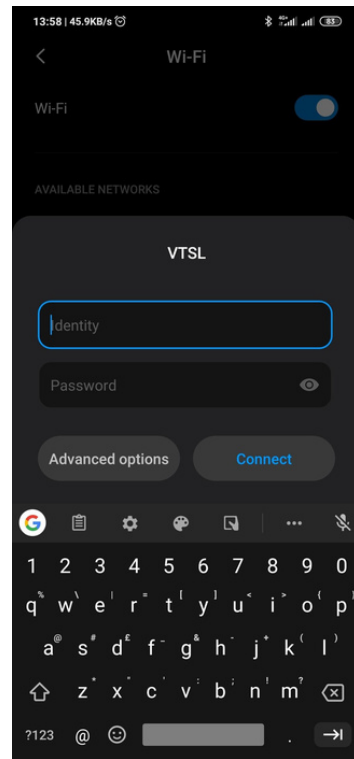
Step 4: You are now connected



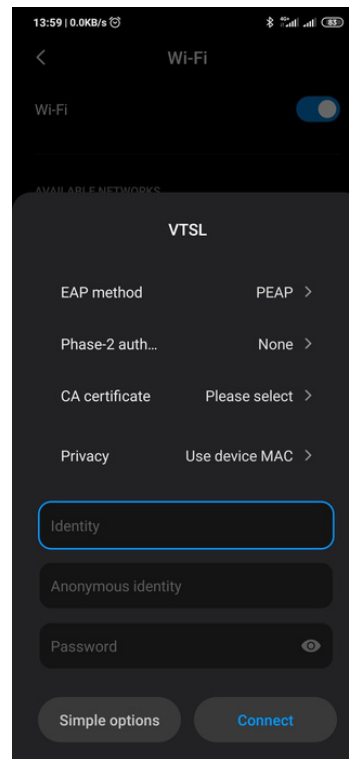
# ANDROID LOG-IN PROCESS



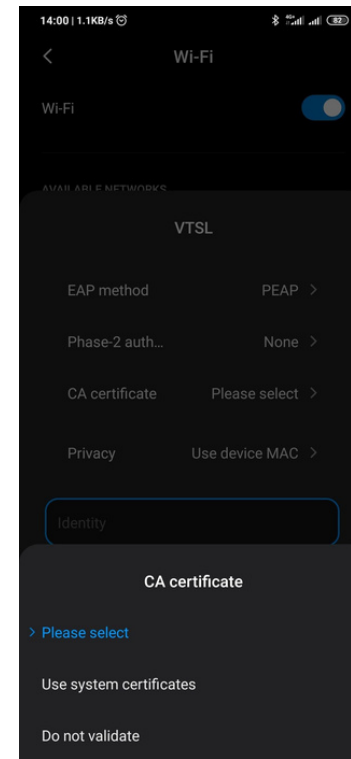
Step 1: Click on the WiFi Symbol and then select the business centre network



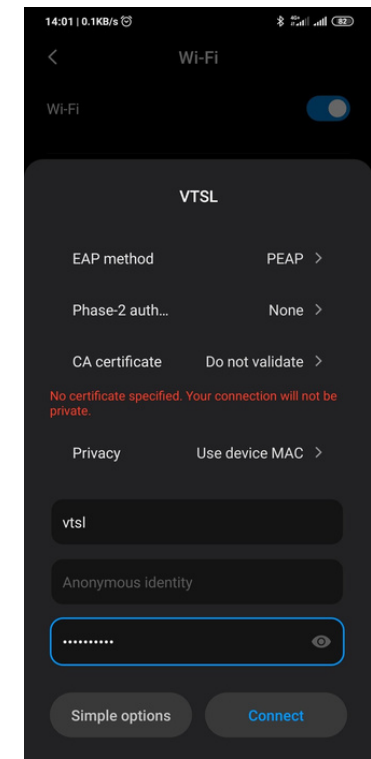
Step 2: Click on "Advanced Options"



Step 3: Ensure EAP Method is set to PEAP and the Phase-2 Authentication is set to None.



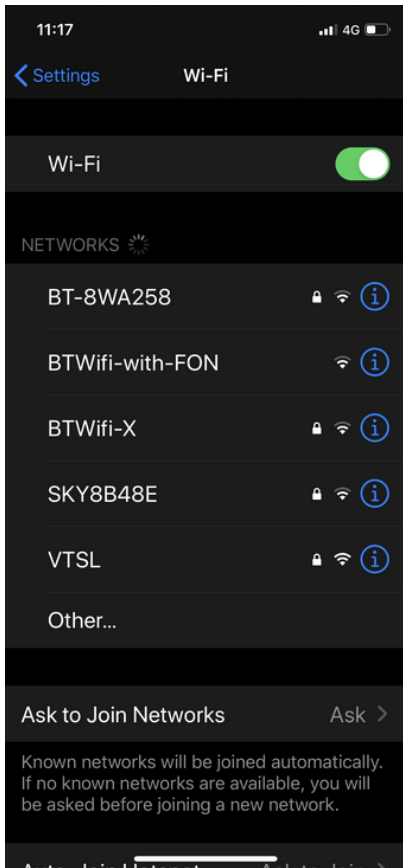
Step 4: Click on "CA Certificate". Select "Do not validate"



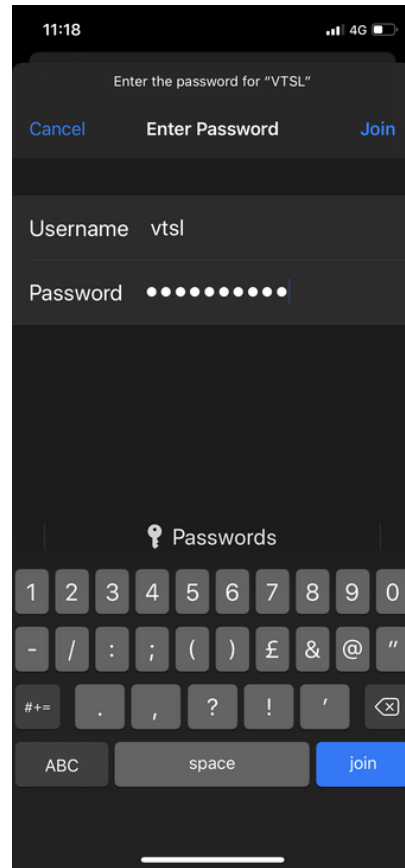
Step 5: Enter the login credentials provided by VTSL, then press "Connect", and you will be connected



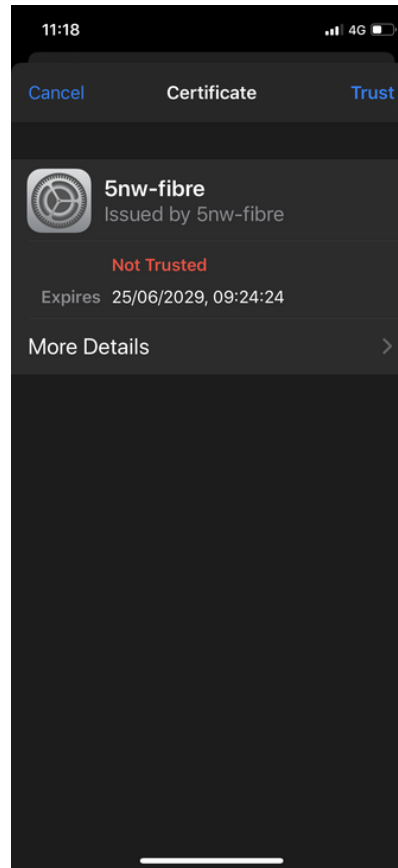
# IPHONE LOG-IN PROCESS



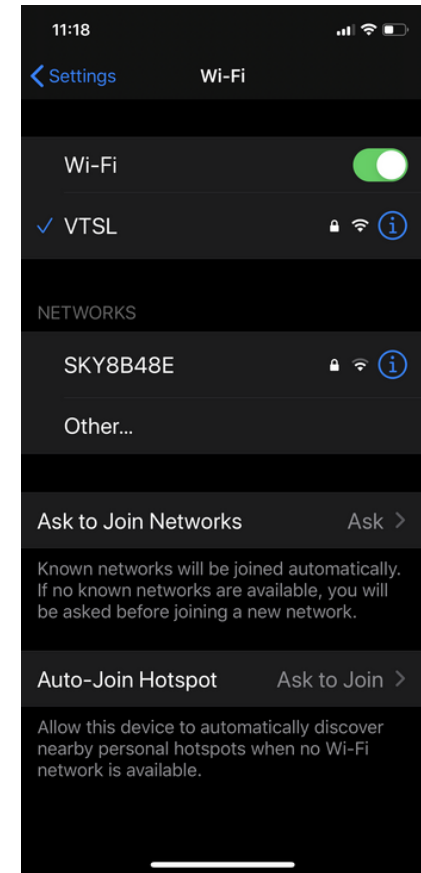
Step 1: Go to Settings > WiFi and then click on the network name



Step 2: Enter Username and Password



Step 3: Click on "Trust" on the Certificate



Step 4: You are now connected

