

Instructions for Guests with pre-configured RHUL supplied Username and passwords (usernames created by ClearPass)

Please note: Only one device per account. To prevent possible issues also turn of Random Mac addresses, if need help with the instructions to do this please contact the Service Desk Laptop support located in the Emily Wilding Davison building.

If you have any issues at all please contact the service desk giving them the guest account name provided, MAC address for the Wireless adapter, IP address when having the issue, device type (i.e. Laptop, phone or tablet) and location where the issue is happening. Detailed information given will help troubleshooting and likely give a faster resolve to any issues, if you have any queries on how to provide info like IP address or MAC address ask the service desk for guidance.

Join the CampusNet WiFi and it should bring up a prompt to the Captive Portal (if it does not then open a browser and navigate to a page such as <http://neverssl.com>)

Click on **Visiting the University**



Do not enter name or email but click **Already have an account? Sign In** at the bottom of the page



The image shows a registration form for CampusNet Wi-Fi at Royal Holloway University of London. The background is a photograph of a large, historic building. The form is overlaid on this image. At the top left is the university's crest and name. The title 'CampusNet Wi-Fi' is in large, bold letters. Below the title, there is a paragraph of instructions. The form contains two input fields: 'Your Name *' and 'Email Address *'. Below the email field is a 'Confirm:' section with a checkbox and the text 'I accept the terms of use'. A red asterisk indicates a required field. At the bottom, there is a 'Register' button and a link for users who already have an account.

 ROYAL HOLLOWAY UNIVERSITY OF LONDON

CampusNet Wi-Fi

Please complete the form below to gain access to the network.
Internet access is granted for 10 minutes to enable you to verify your email address.

Please enter your full name.

Please enter your email address.
This will become your username to log into the network.

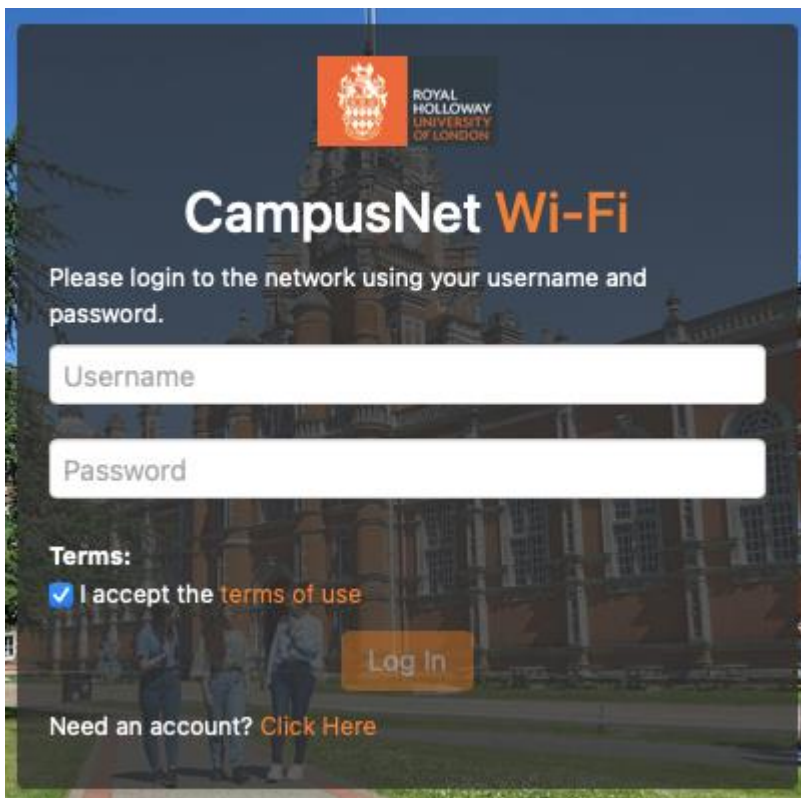
• Confirm:
☐ I accept the [terms of use](#)

• required field

Already have an account? [Sign In](#)

[Register](#)

On the next screen enter the **Username** and **Password** supplied and tick the box to accept the **terms of use** (It should be exactly as below image and not asking for a college account)



The image shows a login form for CampusNet Wi-Fi at Royal Holloway University of London. The background is a photograph of a large, historic building. The form is overlaid on this image. At the top left is the university's crest and name. The title 'CampusNet Wi-Fi' is in large, bold letters. Below the title, there is a paragraph of instructions. The form contains two input fields: 'Username' and 'Password'. Below the password field is a 'Terms:' section with a checked checkbox and the text 'I accept the terms of use'. At the bottom, there is a 'Log In' button and a link for users who need an account.

 ROYAL HOLLOWAY UNIVERSITY OF LONDON

CampusNet Wi-Fi

Please login to the network using your username and password.

Terms:
☒ I accept the [terms of use](#)

[Log In](#)

Need an account? [Click Here](#)