OFFICE OF INFORMATION TECHNOLOGY SERVICES

KINGSBOROUGH
COMMUNITY COLLEGE
★ DREAMS BEGIN HERE ★

Academic Services | Telecommunications Services | Special Projects | Office Services | Training Services
Client and Networking Services | Application Development Services | Web Services | Operations | Student Help Desk
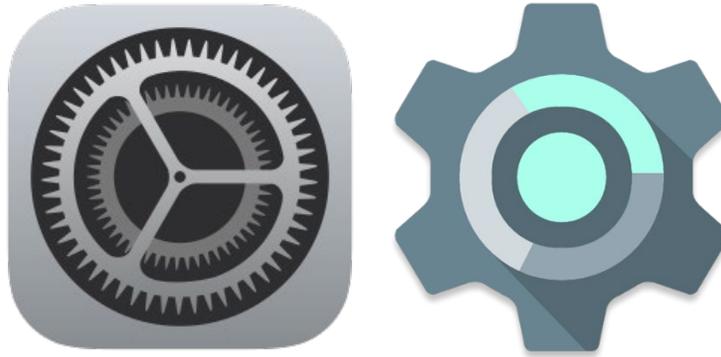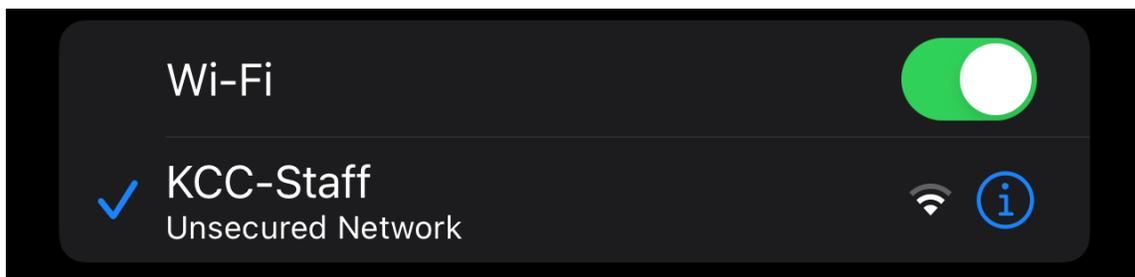
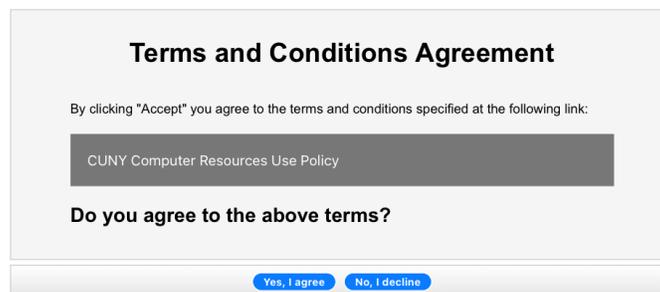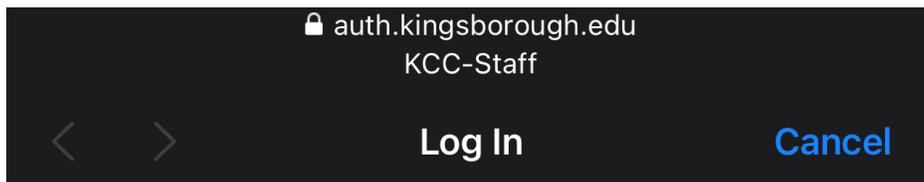# How To Connect to NEW KCC-Staff WiFi
(Last Updated 10/25/2021)

1) Launch Settings/System Preferences app

2) Connect to KCC-Staff WiFi Network

Wi-Fi

✓ KCC-Staff
Unsecured Network

3) Agree to Terms of Service

🔒 auth.kingsborough.edu
KCC-Staff

‹ › **Log In** **Cancel**

Terms and Conditions Agreement

By clicking "Accept" you agree to the terms and conditions specified at the following link:

CUNY Computer Resources Use Policy

Do you agree to the above terms?

Yes, I agree   No, I decline

4) Enter your KCC Student Credentials

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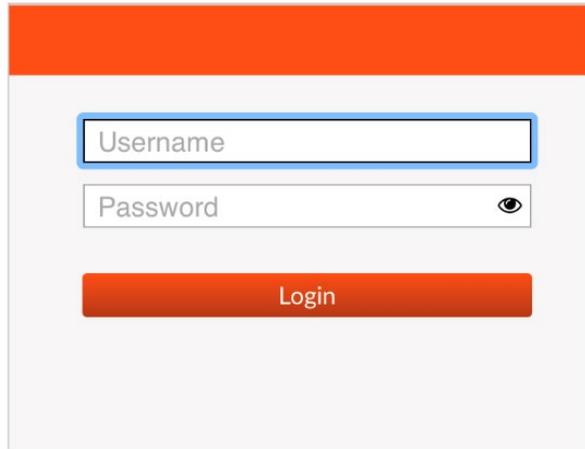
| Username |
| Password 👁 |

Login

5) Do not change any information on this screen. Modifying this data will adversely impact your ability to connect to WiFi
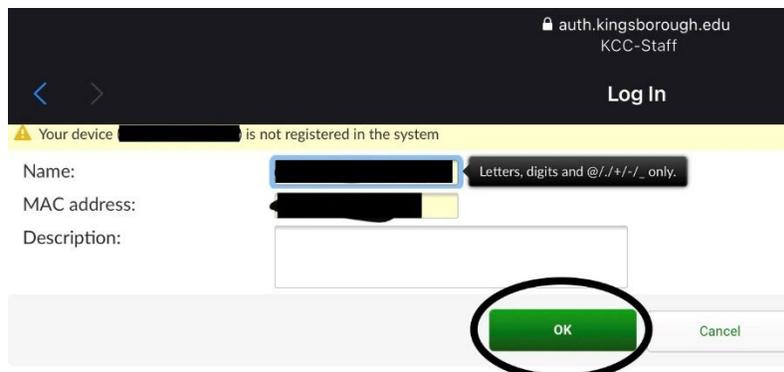
🔒 auth.kingsborough.edu
KCC-Staff

Log In

⚠ Your device ▮▮▮▮▮▮ is not registered in the system

Name: Letters, digits and @/./+/-/_ only.
MAC address:
Description:

OK   Cancel

6) Enjoy!

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Academic Services | Telecommunications Services | Special Projects | Office Services | Training Services
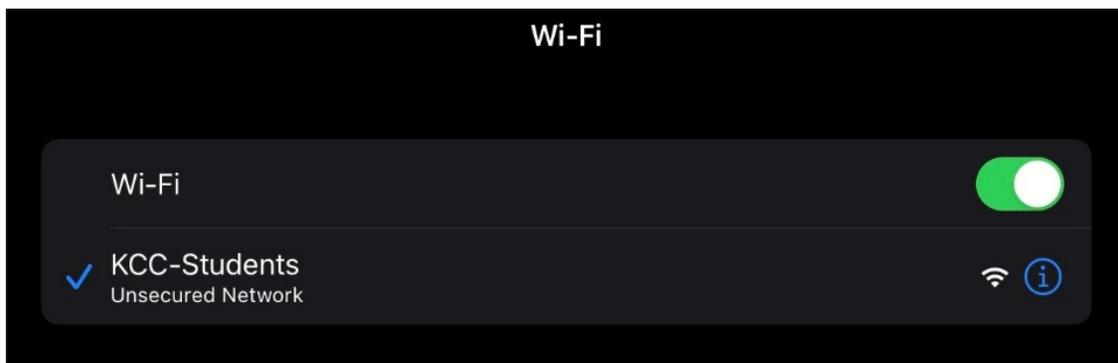Client and Networking Services | Application Development Services | Web Services | Operations | Student Help Desk

How To Connect to NEW KCC-Students WiFi
(Last Updated 10/22/2021)

1) Launch Settings/System Preferences app
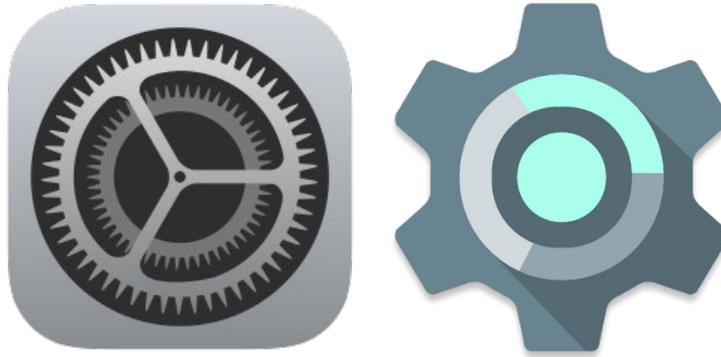
2) Connect to KCC-Students WiFi Network

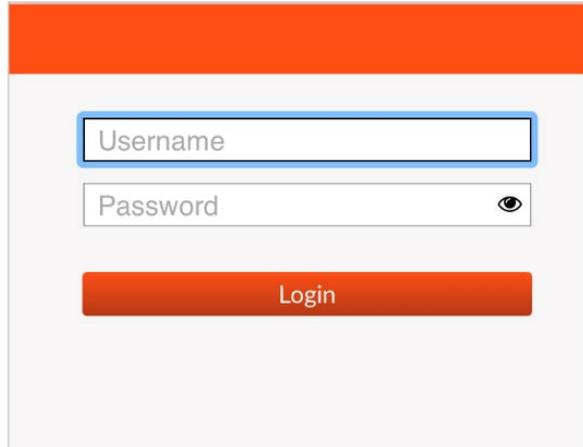3) Agree to Terms of Service

Terms and Conditions Agreement

By clicking "Accept" you agree to the terms and conditions specified at the following link:

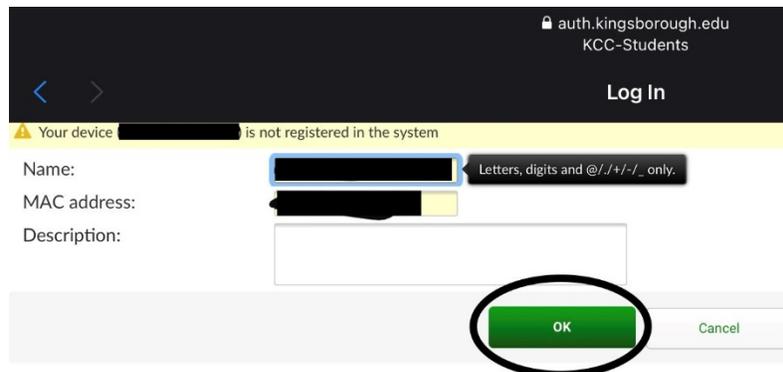CUNY Computer Resources Use Policy

Do you agree to the above terms?

Yes, I agree   No, I decline

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4) Enter your KCC Student Credentials

5) Do not change any information on this screen. Modifying this data will adversely impact your ability to connect to WiFi

6) Enjoy!

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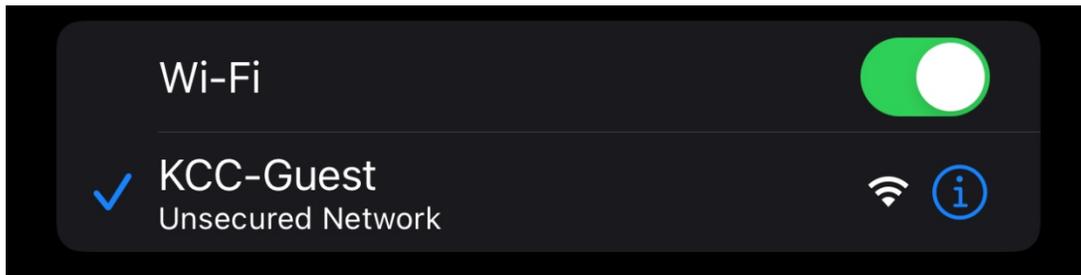# How To Connect to NEW KCC-Guest WiFi

(Last Updated 11/17/2021)

1) Launch Settings/System Preferences app
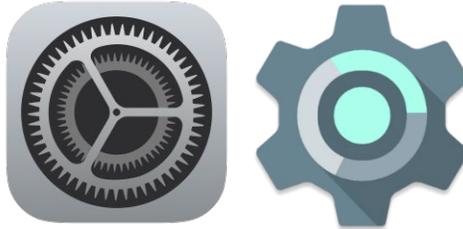
2) Connect to KCC-Staff WiFi Network

3) Navigate to your preferred browser and navigate to
https://auth.kingsborough.edu/portal/selfservice/Guest/ **(Guest is case-sensitive)**

4) Now, you should be at the Guest WiFi Authentication Portal. Agree to the terms of use to continue
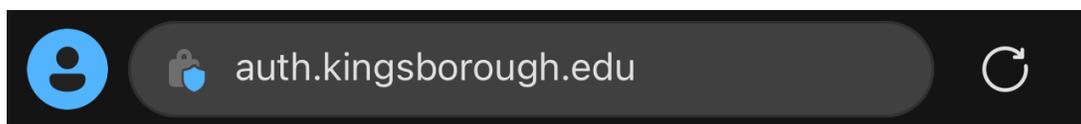
5) Register for a new account and fill out the form. This registration will expire in 24 hours. Be mindful of any and all character requirements. Failure to do so will prevent you from registering.

Enter a valid username. This value may contain only English lowercase letters, numbers, and @/./+/-/_/&/#/\ characters.

6) Following the submission of this form, you will be sent an email with a 6-digit code. Disconnect from KCC-Guest to retrieve this email, copy the code, reconnect to KCC-Guest, and enter the code.

7) You will now receive an email with your login credentials. Disconnect from KCC-Guest again to retrieve the email, and then reconnect. Enter these credentials at the login screen.

8) Congratulations! You have now connected to KCC-Guest WiFi!

WiFi Troubleshooting Guide

(Last Updated 11/01/2021)

If you are unable to connect to the WiFi after following our guides, be sure to check the following

1) Randomized MAC address should be disabled
   a. As of Android 10 and iOS/iPadOS 14, Private/Randomized MAC Addresses have been enabled by default, but can be disabled on a per-network basis
   b. Go to the WiFi settings on either device
      i. On iOS, select the Info icon associated with the network you are experiencing difficulty with, and uncheck the **Private Address** option
      ii. On Android OS, select the WiFi network you are experiencing difficulty with, then select Advanced, scroll down to MAC Address Randomization, and select the **Use Phone MAC** option.
2) Unable to access Authentication Portal on select Android OS devices
   a. If you are having trouble accessing the login portal on your Android device, your device is likely failing back to cellular data in order to maintain uninterrupted internet access
      i. While trying to connect to WiFi, disable cellular data from your control center. This will force your device to remain connected to WiFi in order to reach the login portal.
3) "This network has no internet connection"
   a. There are some situations where roaming back onto the network, users may get told "This network has no internet connection". The portal will come up as a white page. They just need to tell their device to use the network anyway and open a new webpage. It should redirect to KCC webpage if they are already registered.

2001 Oriental Boulevard, Brooklyn, New York 11235