



Manual of Portal Authentication for Wired Access

These instructions are for any CUHK-Shenzhen user trying to make a wired connection with Portal Authentication while on campus. This guide applies only to your own devices with Graphical User Interface, such as Windows, Macintosh, Linux, etc.

This manual includes 6 parts.

- Check before your start
- How to get online
- Authentication expiration and logout
- Set up your own router
- Troubleshooting Steps
- Need help?

Check before your start

- You have your CUHK(SZ) username and password.
- Connect your device to the data jack, it should resemble this:



Please note: There are several types of devices connected to the data jack, including servers, PC, routers, virtual machines.

How to get online

1. Open a browser and load any URL, you will be redirected to an access page (on a mobile phone, the access page should open automatically).
2. Click **Accept** to Statement of Consent for Personal Information Collection.
3. **Log in** with your CUHK(SZ) username (not including @cuhk.edu.cn) and password.
4. Your browser will be sent to a confirmation page, and from there you can get online.

Please note: Unfortunately, you may get a warning that there is no internet, and instructions to check cables and check connections and the like. The solution to this problem is to open a webpage that uses the older HTTP protocol, which few web pages now use. If you don't know of any web pages that use the HTTP protocol you can use <http://lan.cuhk.edu.cn>, which has been created just to solve this problem.



Authentication expiration and logout

- The Authentication expiration is six months. After session expiration, the device will be automatically disconnected and you will have to login again through the access page to get internet.
- <http://lan.cuhk.edu.cn> can bring your browser to the access page.
- Click **Off Line** through the access confirmation page will kill the authentication session and disconnect the device from the Wired network.



Set up your router

We don't provide technical support when you use your own, personal router while on campus, the following router settings are suggested while on campus. For further assistance, please refer to your router's manufacture.

1. Connect your router's LAN port to the wall ethernet jack.
2. Connect your PC or laptop to your router's LAN port by ethernet cable or by wireless
3. Refer to your router's manual to close the DHCP function.
4. You can get online after Portal Authentication.



Troubleshooting Steps

Please try the following steps to see if the issue can be resolved on your end.

1. Make sure the Ethernet cable on the computer and the wall ethernet jack is securely connected.
2. Check that you have entered the correct username and password.
3. Ensure you follow all the instructions in this guide.
4. Restart the machine.
5. Try a known device such as an office phone or laptop.

Need help?

If you weren't able to connect your device to the campus wired network, please have the following information on hand:

1. Building, Floor, Room
2. MAC address



3. Type of Device

Contact Details

Location: First Floor TD which near the Property Customer Service Office

Office hours: 8:30a.m.-12:00a.m., 1:00p.m.-5:30p.m. Closed on weekends and public holidays

Online Service Desk: <https://itsm.cuhk.edu.cn> (Campus Only)

Website: <http://itso.cuhk.edu.cn>

Email: isupport@cuhk.edu.cn

Hotline: 0755-84273333