

Hunter Wireless Network FAQ

Q: What is my user name and password?

A: Use your Hunter NetID and password.

Q: I don't have a Hunter email account, or I don't remember it. How do I get it?

A: Go to NetID Central (netid.hunter.cuny.edu) and click the link for "Don't know my NetID". Follow the steps there to see your NetID and to reset your password.

Q: I am getting an invalid username and password error. What do I do?

A: It means you entered either your username or password incorrectly. Please try again.

Q: My login information works for email but not for wireless!

A: Please come to the appropriate Help Desk for further help.

Q: What network do I use?

A: Choose "hunternet" when connecting to a wireless network. Any network names you see other than "hunternet" are private networks that belong to other people. You must not use these, even if you are able to join them - it is at the very least inconsiderate and could under certain circumstances be treated as a crime.

Q: Where are the hotspots (the wireless locations) of hunternet?

A: The hotspots are listed below:

- ***68th Street Campus***

East Building: 10th floor, Library (floors B2-7))

West Building: 1st floor to 7th floor

North Building: 1st to 3rd, 10th floor

- ***Brookdale Campus***

East Building: 2nd to 4th floor

West Building: Library

North Building: Mezzanine, 2nd to 12th floor

- ***The Silberman School of Social Work***

Library (2nd floor)

- ***Campus Schools***

Floors 1-4 (Campus Schools staff and students, and Hunter faculty and staff only - Hunter student logins will not work).

Q: I do not see a list of wireless networks from my computer!

A: Make sure your wireless device is turned on. Please refer to your computer's manual on how to turn the wireless device on. After it is on, refresh the list of wireless networks, and try to connect.

Q: I see hunternet but I can't connect to it, or my connection drops!

A: Please move closer to one of the locations mentioned above.

Q: Is it safe to use non-Hunter networks?

A: While you may be able to use other networks, it is NOT recommended. Not only is it bad for the owner of that network, it could also expose your computer to attack if the owner doesn't run their network carefully.

Q: Can others see my activities in a non-Hunter network?

A: Yes. Various kinds of activities could be monitored, and thus we urge you only to use "hunternet" wherever it is available.

Q: What browsers can I use?

A: Any of them! You can use Internet Explorer, Opera, Firefox, Safari, Camino, or any other browser of your choice.

Q: How do I logout from wireless?

A: You will automatically be logged out after 5 minutes of inactivity. If you did not get the popup logout box, you can click on, or type out, the following URL to manually log out:

<https://securelogin.arubanetworks.com/cgi-bin/login?cmd=logout>