Steps for joining NPS GUEST Wireless

1. In your wireless settings, connect to the NPS GUEST network.

2. In your browser, browse to (https://safeconnect.ern.nps.edu:9443/).
   a. You may receive certificate warnings - this is the authentic site.
   b. Warning - Do not attempt to access website from a computer running SafeConnect. The link will redirect web page to www.nps.edu

3. Click the GUEST ACCOUNT (Request Guest Access) button.

4. Fill out the Guest Account Request Form.
   a. The Email address and Mobile Number are essential - these are the means by which you will be provided access to the network.
   b. Once the form is filled out, click "Submit Information".
   c. You will receive a confirmation message that the request has been received and approved.

5. Upon receipt of your login information, click Login on the SafeConnect page.

6. At the login page, enter the user name and password that was provided to you (via text /
a. If you enter your credentials improperly, the system will assume that you do not have an account, and redirect you to registration.
   i. We continue to try to resolve this, but in the mean time, just navigate back to the login page and try again.

b. After entering your credentials, you will be put on the network, and have access to the internet.

Limitations

- Guest wireless accounts are valid for two weeks. If a guest requires a guest wireless account for longer than two weeks, they will need to apply for a new guest wireless account following this procedure.

Known Issues

T-MOBILE USERS

- There is a known, unresolved, issue with some T-Mobile users where text messages are not being received. We are working to resolve this issue. If you do not receive a text/email after registration, please contact the TAC (x1046) for assistance.
- If you have a solution or comment please add a comment to this JIRA issue: NAC-348 - JIRA issue doesn't exist or you don't have permission to view it.