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OFFICE OF INFORMATION TECHNOLOGY

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Procedure: Accessing the SOAGuest Wi-Fi network

Purpose: End-user guide for accessing and/or self-registering to SOAGuest Wi-Fi network

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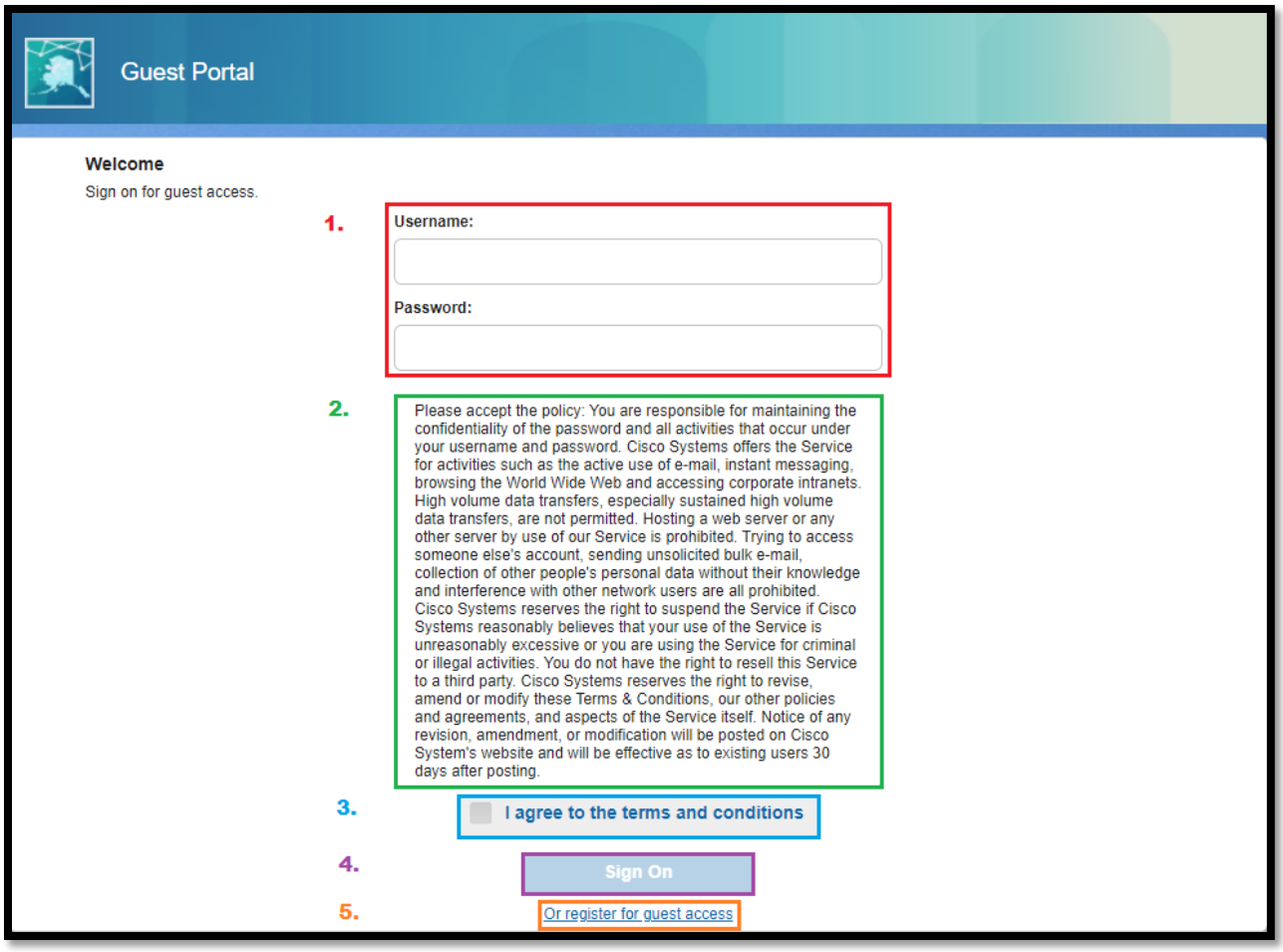
How to logon to wireless guest network

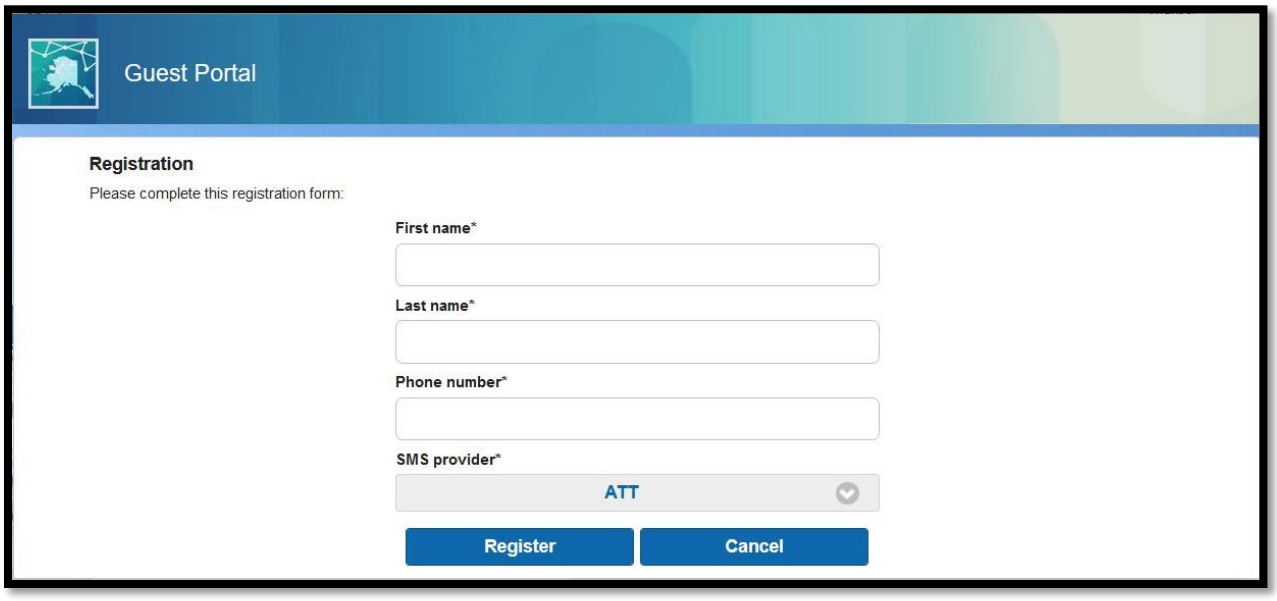
1) On a mobile or laptop device, open the Wi-Fi app.
2) Search and connect to "**SOAGuest**" Wi-Fi.
3) The guest portal will automatically launch in preferred browser.



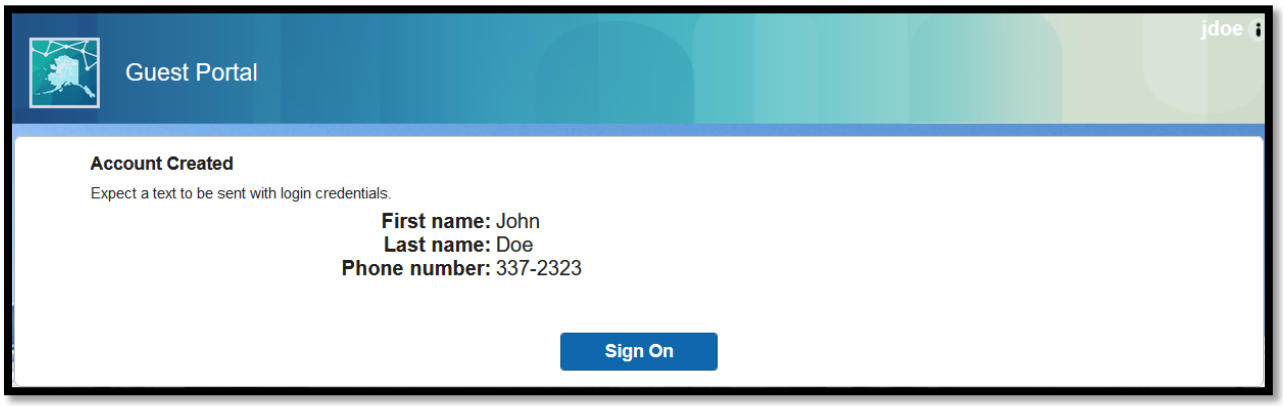
1. Enter username and password if known. *If not known select "Or register for guest access"*
2. Review terms and conditions to activate the agreement button.
3. Click ***I agree to terms and conditions*** to activate the login button.
4. Click the ***Sign On*** button to login.
5. Click the hyperlink to register for guest access if needed.

Self-Registering for SOAGuest Wifi

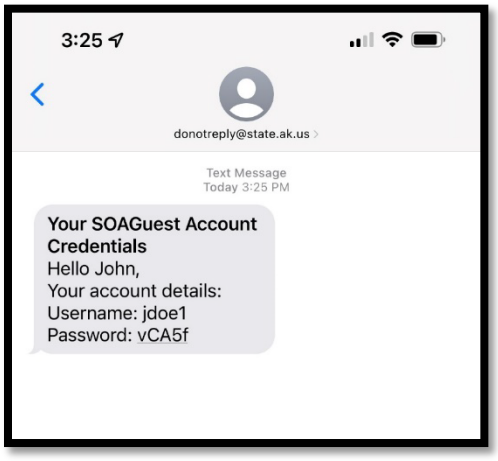
1) Enter information in the required fields (* notates required fields.)
2) Click the ***Register*** button.



3) The account created screen will validate the account. The login credential will be sent via text. Click the **Sign On** button to be redirected back to sign-in page.



4) The SMS text will look like this:



5) Registration complete.

Troubleshooting FAQ

Problem #1) Guest Portal fails to load in a default browser.

Solution A) Copy the guest portal link (URL) in the current browser and paste in an entirely different browser (FireFox has been found to have the most successful browser.)

Solution B) Make Mozilla FireFox the default browser.

Solution C) Modify existing Internet options within current browser, steps to follow:

Step 1) Start inside Internet Explorer browser,
Step 2) Navigate to 'Internet Options',
Step 3) Click 'Programs' tab,
Step 4) Click "Make Internet Explorer the default browser" link, a pop-up window will follow,
Step 5) Click Icon under 'Web Browser', choose 'Internet Explorer Icon',
Step 6) Back in 'Internet Options', click security tab,
Step 7) click 'custom level...' button,
Step 8) Enable 'Display mixed content',
Steps finished.

Solution D) For Apple computers (Mac)

Step 1) Start inside Safari browser,
Step 2) Modify Safari security preferences,
Step 3) In the upper left-hand corner of your monitor, click Safari and then Preferences….,
Step 4) Click the Privacy tab,
Step 5) In the Block cookies: section, select the Never radio button,
Step 6) Close the Preferences window,
Steps finished.

Problem #2) My state-owned laptop can connect to the SOAGuest but does not get internet access.

Solution) It is likely your laptop has the Zscaler app installed. This application blocks internet access from the guest wireless system. Please use SOAData instead. If you believe this is an error, please open an AlaskaNow ticket here:

https://alaskanow.servicenowservices.com/oit?id=index_oit

Privacy and Acceptable Use Policy

Terms of Use

This document describes the terms of use governing the use of the State of Alaska public Internet access. By using the service, you accept all of the terms of use set forth below. These terms may be updated periodically.

Disclaimer of Liability

By using our public Internet access, you hereby expressly acknowledge and agree that there are significant security, privacy and confidentiality risks inherent in accessing or transmitting information through the Internet or over a public access network. We maintain a public network for convenience to our patrons and make no guarantees or representations regarding the security of our public network.

Accordingly, you agree that the State of Alaska is NOT liable for any interception of transmissions, malware, computer worms or viruses, loss of data, file corruption, hacking or damage to your computer or other devices that result from the use of the public network.

The Internet contains materials which may be offensive to you or others, or which may not be in compliance with all local laws, regulations and other rules. We assume no responsibility for and exercise no control over the content contained on the Internet or passing across the public network. All content accessed or received is at your own risk, and the State of Alaska shall have no liability resulting from the access or use of such content by you.

The public network provided by us is provided "as is." You understand that network access may be temporarily unavailable for maintenance and for other reasons within and outside of the direct control of us. We reserve the right to refuse or terminate services to a user at any time without cause.

Privacy and Monitoring

We are under no obligation to monitor the service, but we may do so from time to time and we may disclose information regarding your use of the wireless network for any reason and at our sole discretion in order to satisfy applicable laws, regulations, governmental requests, to verify adherence to the Acceptable Use Policy, to deliver services in an effective manner, to provide statistics regarding use of the service, or to otherwise protect State of Alaska resources. Any data collected by the State of Alaska will be appropriately stored in a manner that meets industry best practices.

How We Gather Information

The State of Alaska gathers and stores information about connected devices in many ways, including but not limited to the following:

- IP and MAC addresses of connected devices.
- Internet destinations of the user.
- Content classification of Websites.
- Certain network packets that may contain sensitive or personal information.

Acceptable Use Policy

User acknowledges and agrees that the State of Alaska public Internet service is for personal use and agrees not to use the service in a manner prohibited by any federal or state law or regulation. Transmission of any material in violation of federal or state law or regulation is prohibited.

Use of the wireless network is subject to the general restrictions outlined below. If abnormal, illegal, or unauthorized behavior is detected, including heavy consumption of bandwidth, the State of Alaska reserves the right to disconnect the offending device from the wireless network.

Examples of Illegal Uses

The following are representative examples only and do not comprise a comprehensive list of illegal uses:

- Spamming (mass distribution of unsolicited messages over the Internet) and invasion of privacy.
- Intellectual property right violations.
- Accessing illegally or without authorization electronic equipment or networks belonging to another party, or attempting to penetrate/circumvent security measures of another system.
- Export Control Violations.
- Using the service to commit fraud.
- Uttering threats.
- Soliciting minors, distributing pornographic materials to minors, or viewing child pornography.

Examples of Unacceptable Uses

The following are examples only and do not comprise a comprehensive list of unacceptable uses:

- High bandwidth operations, such as large file transfers or media sharing.
- Running a server or providing server services, such as E-Mail, NAT, DHCP, or DNS.
- Obscene or indecent speech or materials.
- Transmitting or posting defamatory, harassing, abusive, or threatening material or language.
- Forging or misrepresenting message headers to mask the originator of the message.
- Facilitating a Violation of these Terms of Use.
- Distribution of Internet viruses, Trojan horses, malware, or other destructive activities.
- Distributing information regarding the creation or distribution of malware, computer viruses, computer worms, Trojan horses, pinging, flooding, mail-bombing, or denial of service attacks.
- Activities that interfere with the ability of others to effectively use the provided network.
- Advertising, transmitting, or otherwise making available any product, software product, or service that is designed to violate these Terms of Use.
- Seeking information on passwords or data belonging to another user.
- Making unauthorized copies of proprietary software, or offering unauthorized copies of proprietary software to others.
- Intercepting or examining the content of messages, files or communications in transit on a data network.