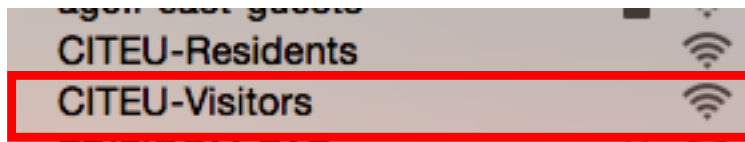


# CITEU - Premium Network

Edificom Communications SA

# Wifi SSID Connection

Connect to the CITEU-Visitors for the Premium Login.



# Portal Page

La Cité Universitaire de Genève  
A large village of over 850 people and 55 laboratories

## Cité Universitaire de Genève - Visitors

If you are are Resident of CITEU, please connect to **CITEU-Residents**.

- [Register for Basic Access](#) (Free of charge)
- [Register for Premium Access](#) (Payment Service)
- You already have an account? [Login here](#).

Basic Internet Acces is offered to visitors free of charge. For advanced services, please register for [Premium Access](#) via Credit Card Payment.

Support access via EDIFICOM Internet Services Hotline, +41 21 313 23 10, [support@edificom.ch](mailto:support@edificom.ch)

Basic Internet Access	Premium Internet Access
	+ Upload Data / iCloud / Photo Stream / Video
	+ e-Learning / VPN / YouTube / Live TV / Streaming / FTP / Skype
E-Mail / UNIGE Web / Google / Facebook / Twitter / News / Weather / Messaging / Chat	
<b>Self-Registration</b> Via Mobile Phone or E-Mail access Offered by Cité Universitaire de Genève	<b>Credit Card Payment</b> CHF 5.- / day, 15.- / week, 30.- / month
<b>Best-effort delivery</b> 0.5 Mbits/s Download (up to) 0.1 Mbits/s Upload (up to)	<b>Bandwidth &amp; service prioritization</b> 5.0 Mbits/s Download & 5.0 Mbits/s Upload 3 concurrent connections

# Check Prices and Create Account

Select the service you will like to pay for. Then create your account with a credit card.

**\* Note: only click on the Generate Account 1 time.**



- ▶ LOGIN
- ▶ BASIC ACCESS
- ▶ PREMIUM ACCESS
- ▶ WELCOME
- ▶ HELP

## CITEU Visitors Premium Internet Access Purchase

Please enter your payment details below and choose one of the following services:

Credit Cards accepted:

1 day (24h): CHF 5.00  
1 week: CHF 15.00  
1 month: CHF 30.00

We will then send you a SMS with your login details. If you do not have a mobile phone, please ask at the Reception Desk for a printout of your login.

Support access for users with **Premium access** (Mo-Fr, 9h00-18h00): +41 21 313 23 10, [support@edificom.ch](mailto:support@edificom.ch), <http://www.edificom.ch/feedback>

By generating your account, you confirm that you are accepting:

- [General Terms of Business](#) (PDF)
- [Acceptable Usage Policy](#) (PDF)

Card Holder Name

Country Calling Code

Mobile number

Batman

+41

079

wayne@edificom.ch

avenue de miremont 46

1206

Switzerland

00001111222233334444

123

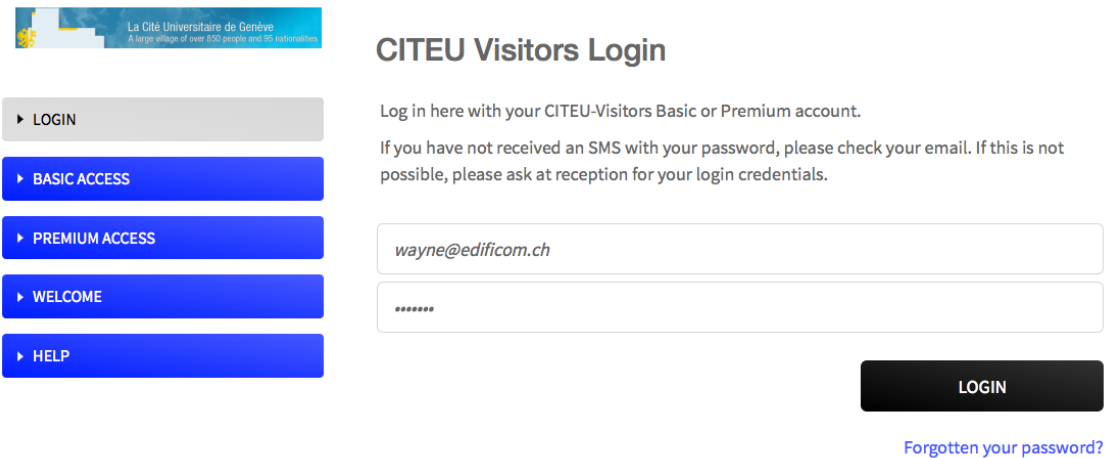
12 / 2024

1 Month - .30.00 Fr

**GENERATE ACCOUNT**

# Login details

You will get a SMS and E-mail of your account information. Please enter this to login the system



**CITEU Visitors Login**

Log in here with your CITEU-Visitors Basic or Premium account.

If you have not received an SMS with your password, please check your email. If this is not possible, please ask at reception for your login credentials.

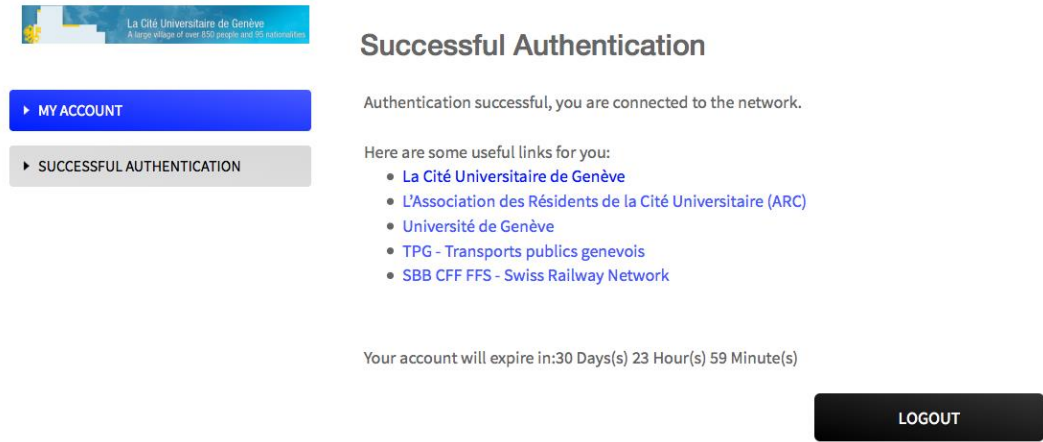
wayne@edificom.ch

\*\*\*\*\*

**LOGIN**

[Forgotten your password?](#)

Once you are logged in, you can view how many days you have left on your account.



**Successful Authentication**

Authentication successful, you are connected to the network.

Here are some useful links for you:

- [La Cité Universitaire de Genève](#)
- [L'Association des Résidents de la Cité Universitaire \(ARC\)](#)
- [Université de Genève](#)
- [TPG - Transports publics genevois](#)
- [SBB CFF FFS - Swiss Railway Network](#)

Your account will expire in: 30 Days(s) 23 Hour(s) 59 Minute(s)

**LOGOUT**

# Troubleshooting

- ▶ If you are having trouble login in, please change SSID wifi and change back. From CITEU-Visitors to CITEU-Resident, back to CITEU-Visitors.
- ▶ If you are having trouble with the wifi, Please try in the hallway.
- ▶ If you are still having problems please try in the Reception Area and in the Sous-sol recreation area (Near Building D). These 2 area are different networks.
- ▶ If you have question regarding more problems please contact Edificom +021 313 23 13  
[support@edificom.ch](mailto:support@edificom.ch)
- ▶ If you contact Edificom, please have your e-mail account and your device Mac Address ready for us. (<http://www.uni.edu/resnet/content/find-your-devices-mac-address> )

# PC Troubleshooting

- ▶ **Windows PC troubleshooting**
- ▶ Can you please give us your IP address that you are getting from the network.  
<http://windows.microsoft.com/en-us/windows/find-computers-ip-address#1TC=windows-7>
- ▶ Can you delete your wireless profile and then reconnect to it again:  
<http://www.tp-link.com/EN/article/?faqid=214>
- ▶ Delete your Wireless profiles via Command line (For Windows 8) .  
<http://lifelhacker.com/remove-wi-fi-profiles-from-windows-8-1-from-the-command-1449954864>
- ▶ Also try to release and renew your IP address:  
<https://kb.wisc.edu/page.php?id=562>
- ▶ MS Wireless Problems:  
<http://windows.microsoft.com/en-us/windows/network-connection-problem-help#network-problems=windows-7&v1h=win81tab1&v2h=win7tab1&v3h=winvistatab1&v4h=winxptab1>

# Mac troubleshooting

- ▶ OS X: Find your IP address  
<https://discussions.apple.com/message/19090931#19090931>
- ▶ OS X: Renew an IP address from the DHCP server  
<http://support.apple.com/kb/PH10743>
- ▶ OS X: Choose preferred Wi-Fi networks  
<http://support.apple.com/kb/PH10667>
- ▶ OS X: Remove wireless profile from Mac  
<http://www.tp-link.com/en/article/?faqid=286>
- ▶ OS X: Reset PRam  
<http://support.apple.com/kb/ph11243>