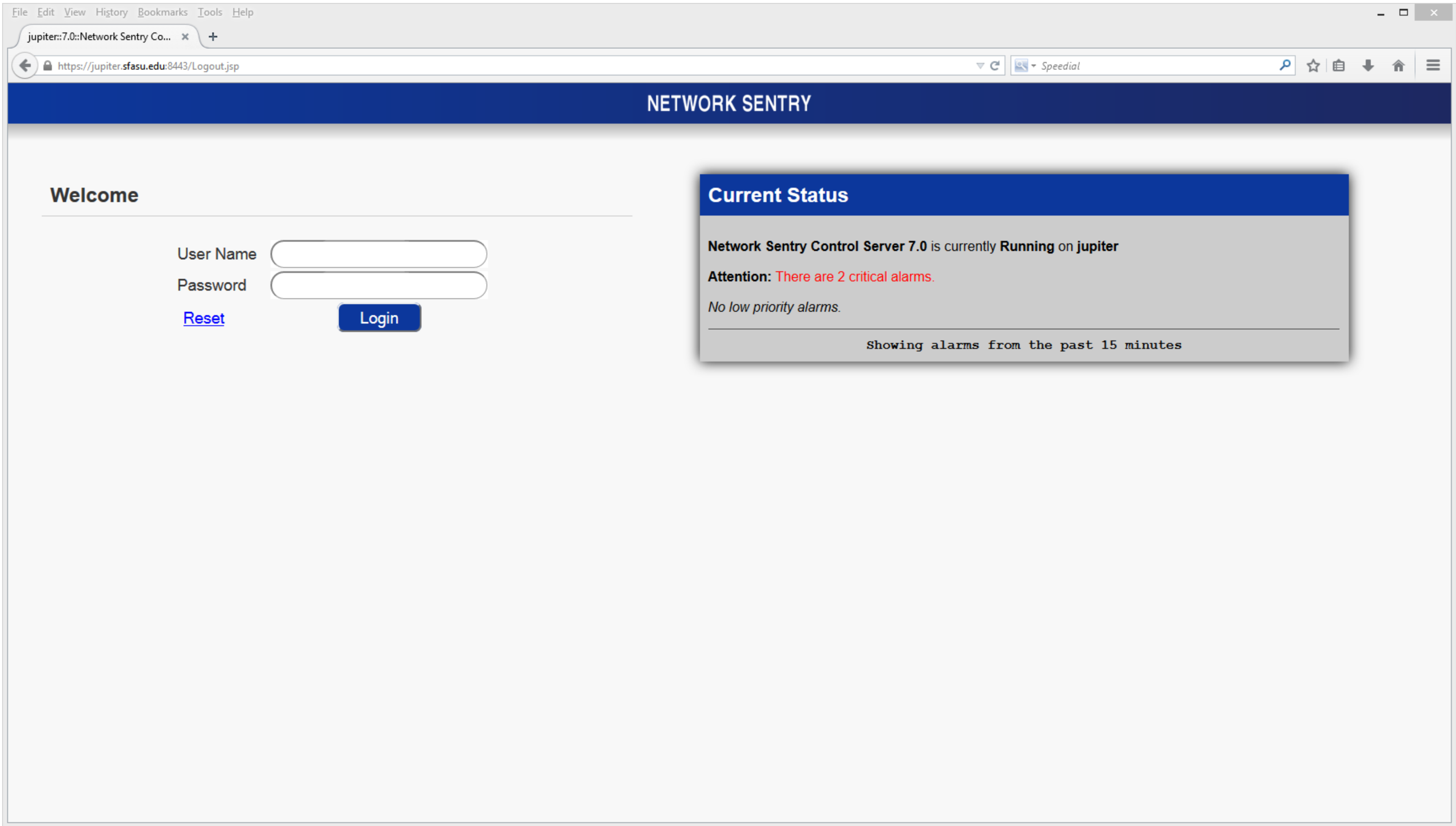
SFA Guest Wireless Account Creation and Management

SFA uses a system called "Bradford Network Sentry" to manage wireless access and authentication. This is the same system which Faculty and Staff members can use to sponsor guest wireless access for individuals and conference/event attendees. To access the system, use a web browser and go to:

https://jupiter.sfasu.edu:8443

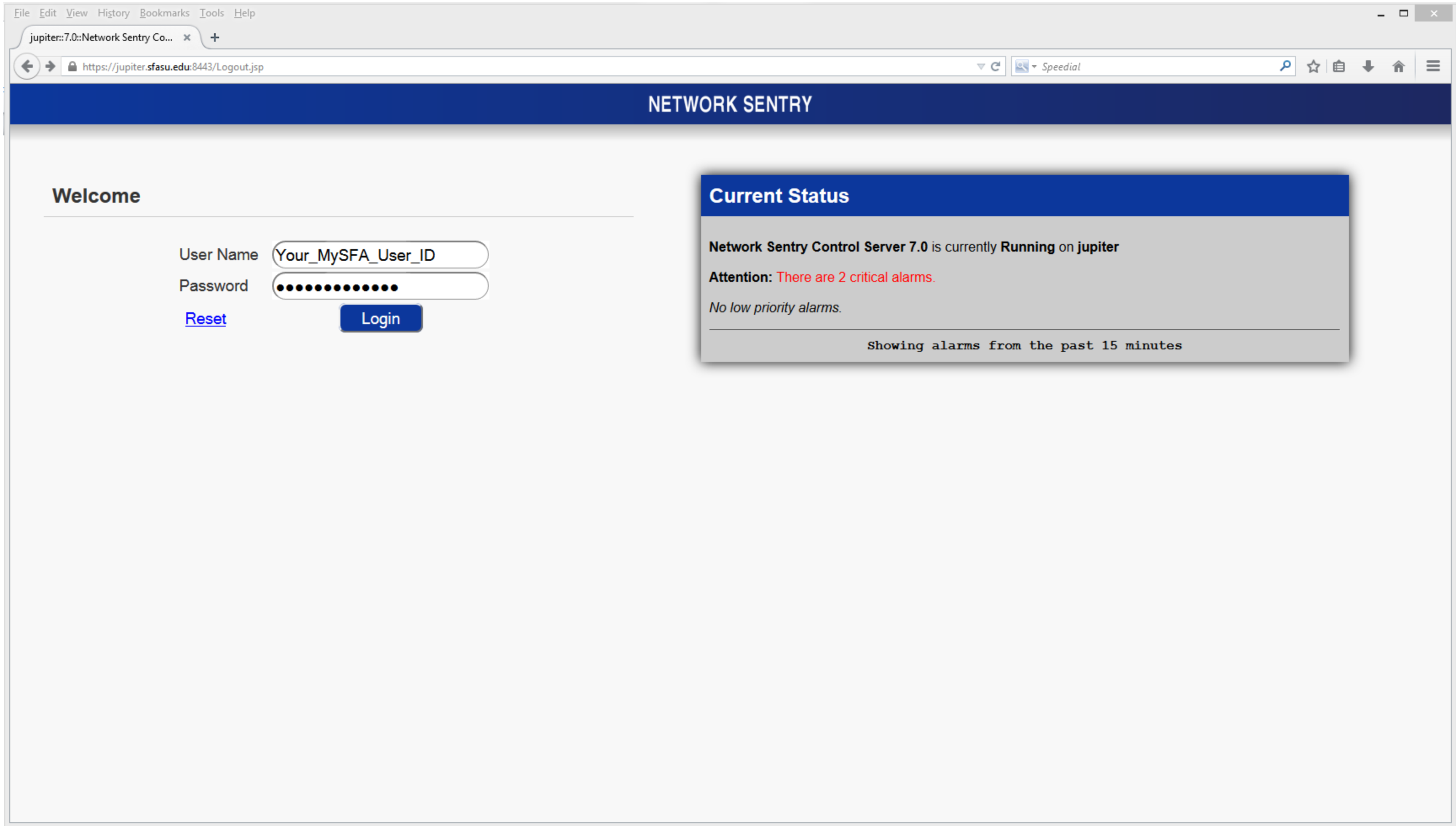
Note: you must allow popups for this address for the system to function properly. If presented with a message concerning popups, select the appropriate action according to your browser to permanently allow popups for the above address. We recommend that you use either Firefox or Chrome, as there are known, occasional issues if using Internet Explorer. We are not aware of whether any issues exist when using Safari or not. In short, you are welcome to try any browser, but if unexpected behavior occurs, please use either Firefox or Chrome.

Once at this web address, you will see the following login screen:

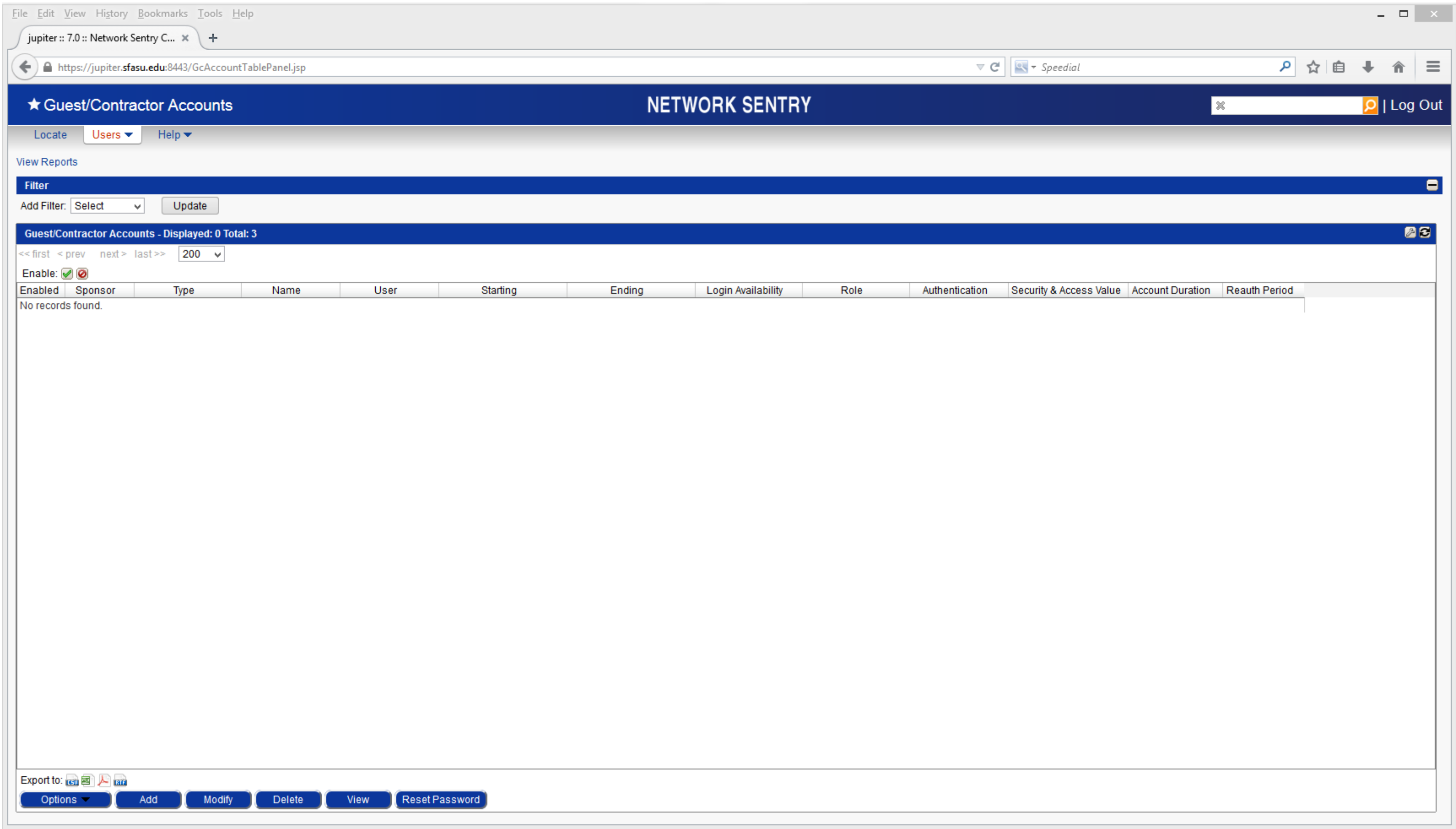


In this example, there is a message in red which says "There are 2 critical alarms". Disregard any messages like this. They generally refer to wireless user login failures, and at this time, cannot be suppressed from the view of Guest Sponsors.

In the "User Name" field, input your MySFA user ID, and in the "Password" field, input your MySFA user password, then click "Login":

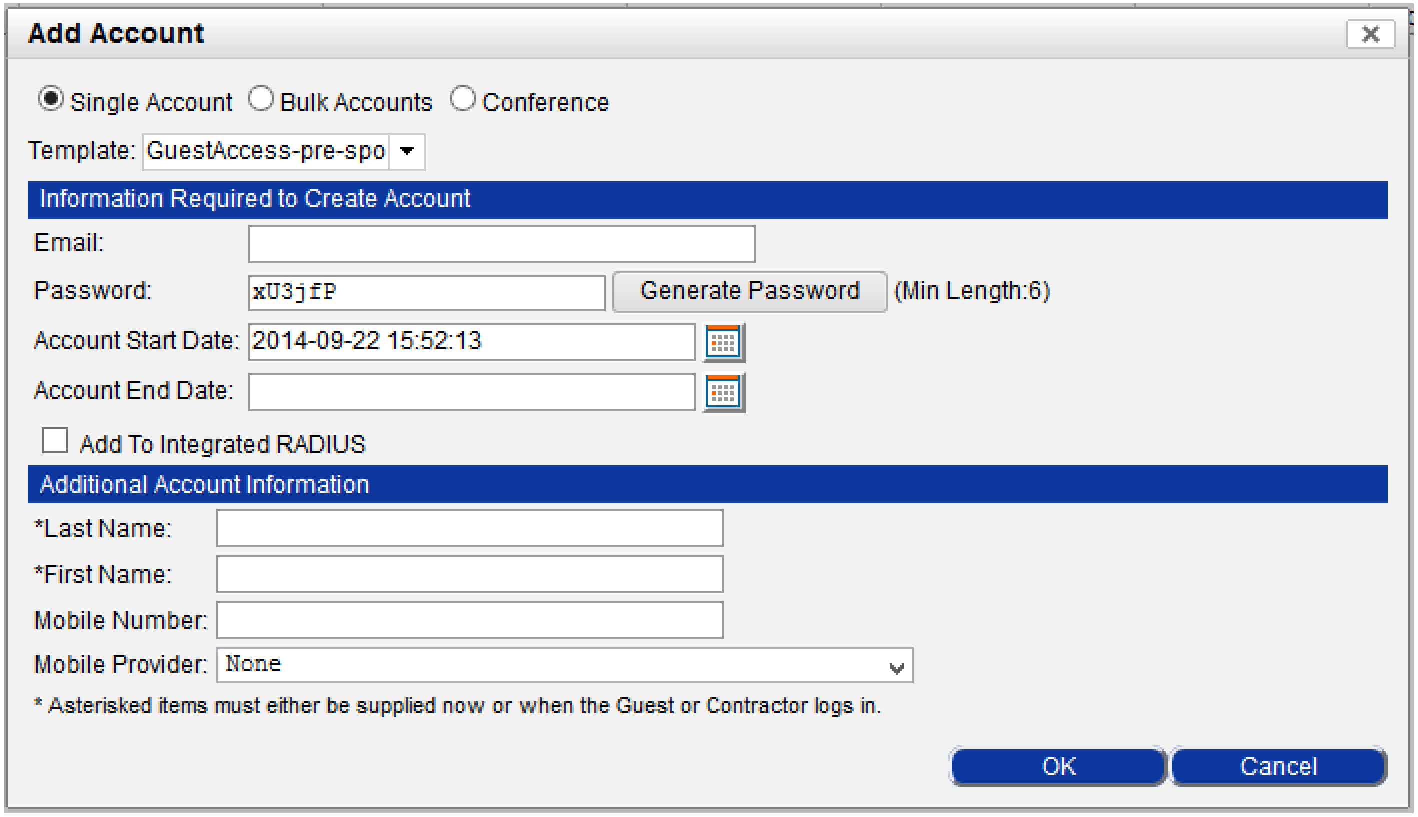


Upon successful login, you will see the following screen:

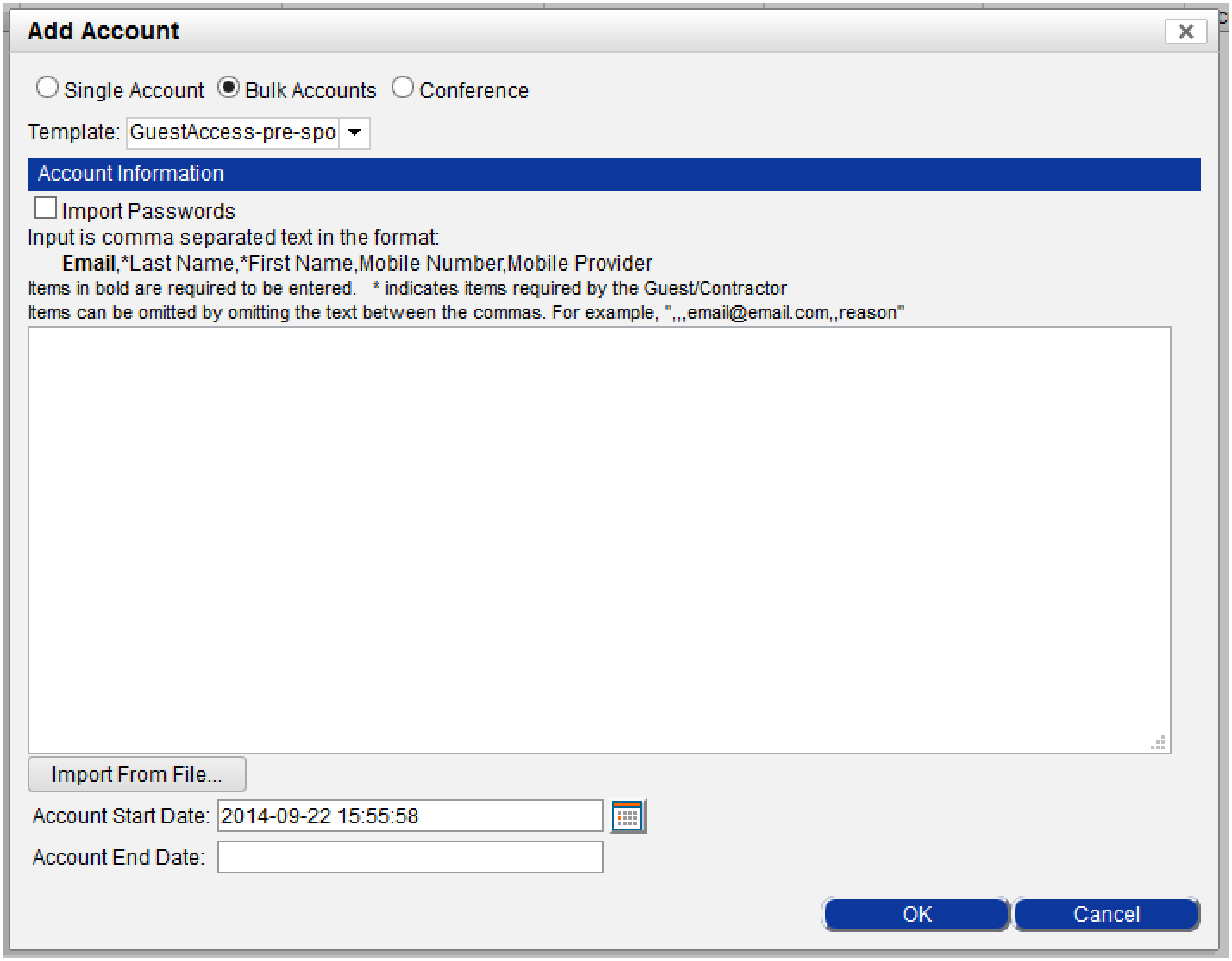


Note: if you experience a login failure after trying two or three times, please call the Help Desk at 936-468-1212.

After logging on, you may manage accounts via Add, Modify, Delete, View, or Reset Password. To add one or more accounts, click the “Add” button which will present the following popup:

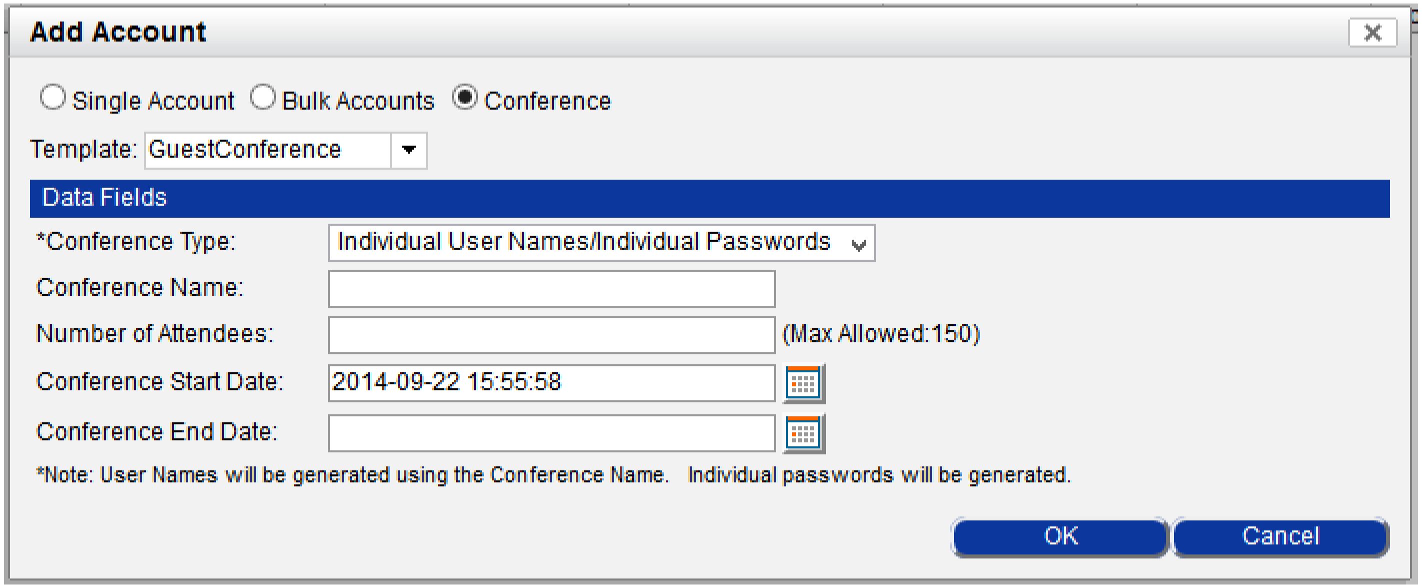


Here, you must choose whether to create a single account (as in the example above), Bulk accounts:



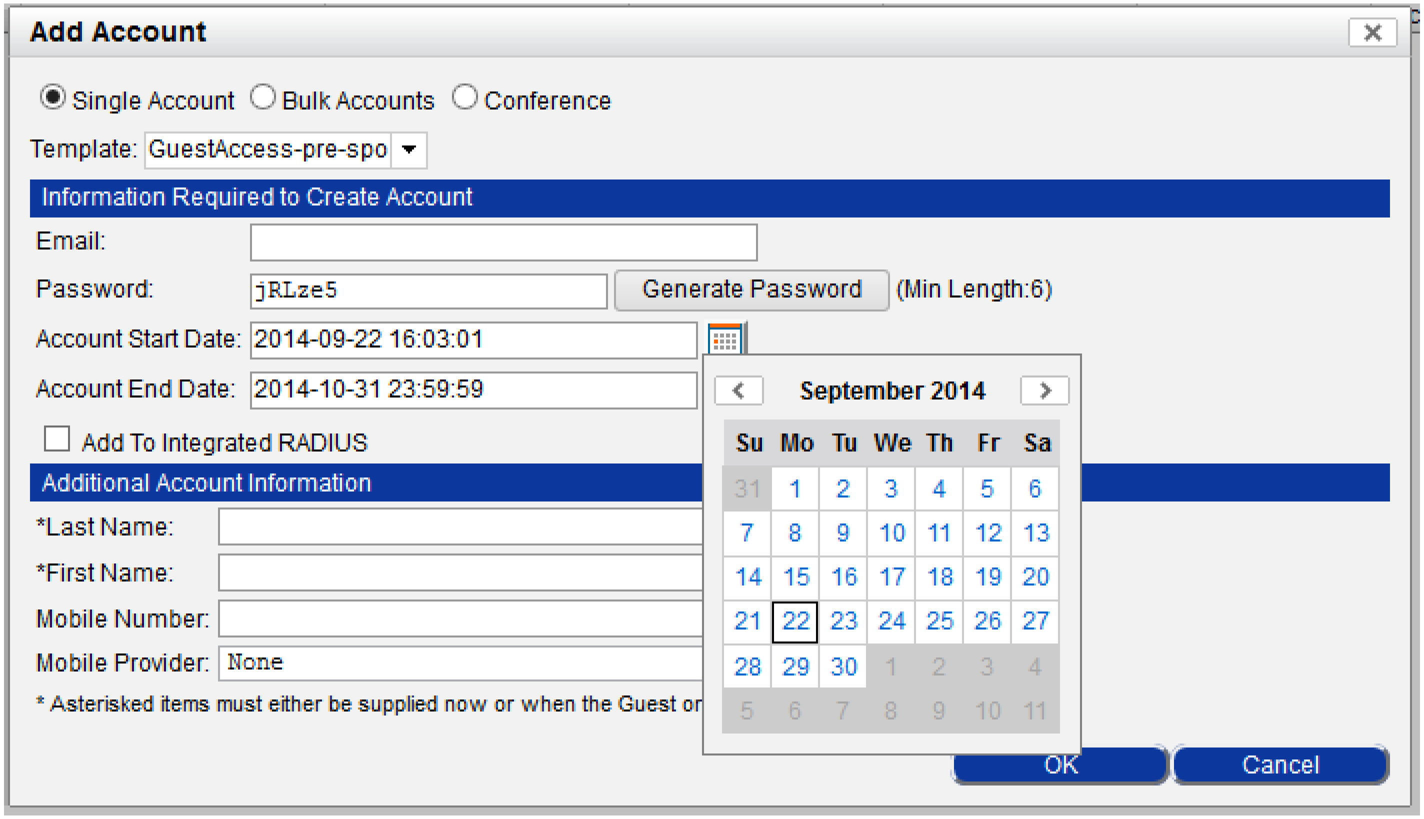
(please follow on screen instructions for importing a user file), or

Conference or event accounts:



SINGLE ACCOUNTS

To create a single account, start by putting the guest's valid email address in the "Email" field. Then determine if you will allow the system to auto-generate a password (the default option), or replace the system generated password with one of your choosing. The "Account Start Date" will auto-fill with the current data and time. You may change the start date to any date in the future up to 45 days in advance by clicking the calendar icon to the right of the "Account Start Date":

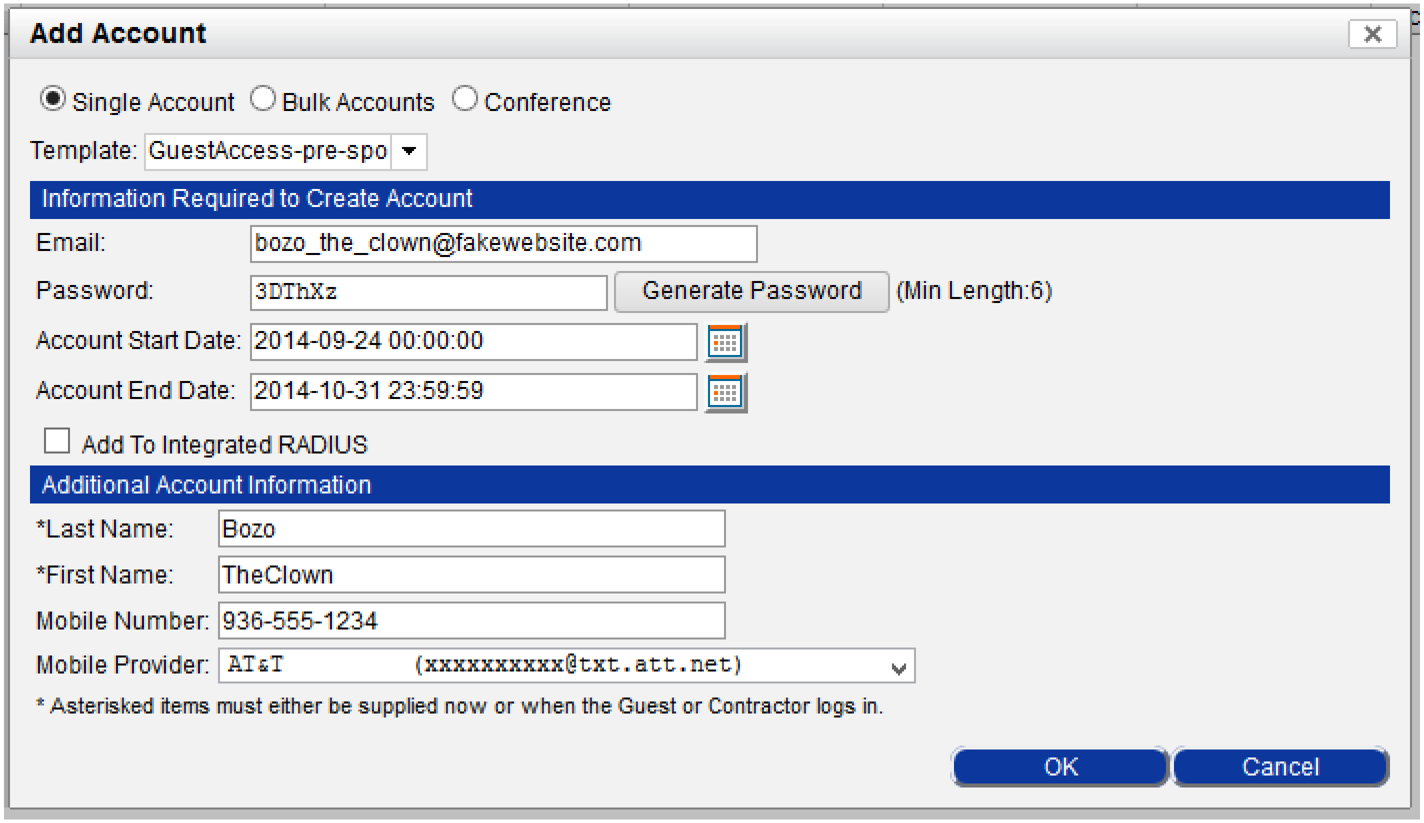


However, please note that the limit to how long the account will be valid is 15 days from its start date. Then set the “Account End Date”. We recommend you set the “Account Start Date” to the current date and time OR to one day before the guest’s schedule visit, and the “Account End Date” to one day after the guest is scheduled to end their visit.

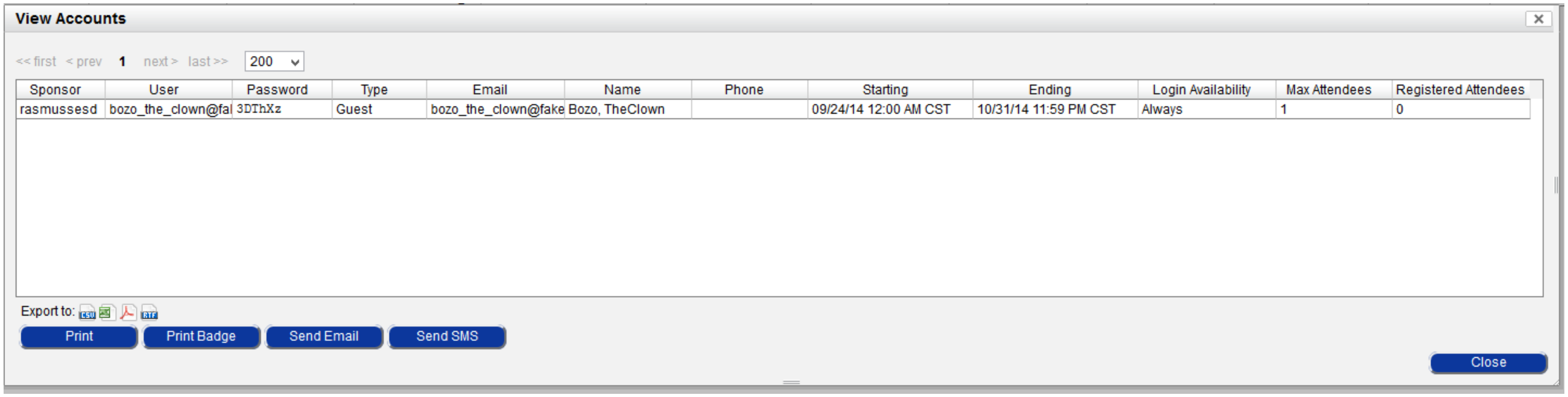
Next, complete the registration by entering the following information about the guest:

Last Name (required)
First Name (required)
Mobile Number (optional)
Mobile Provider (optional)

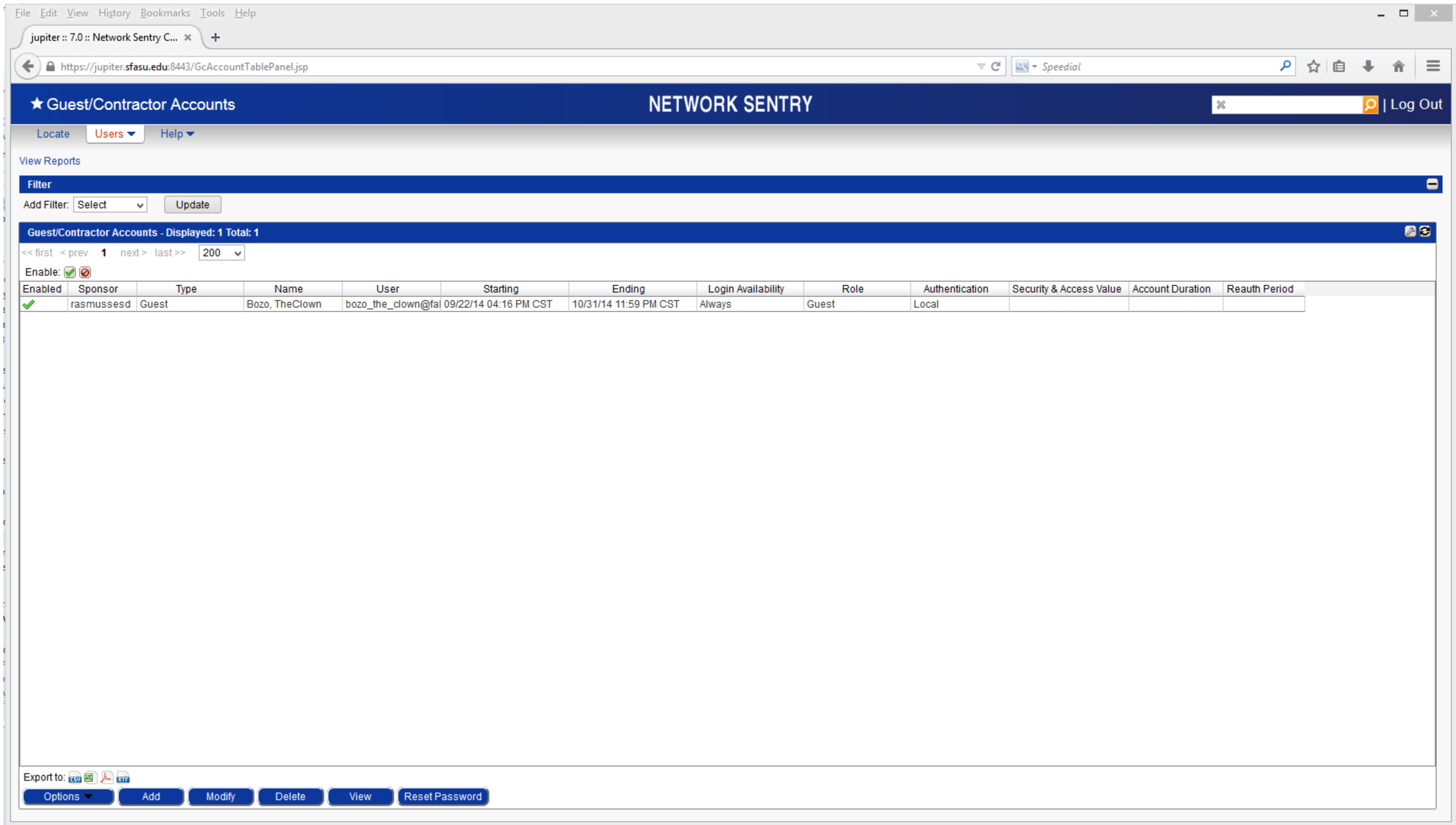
The last two fields are optional, however, if that information is provided, the system is able to send an SMS text to the guest with their credentials in addition to or in place of email notification. Click “OK” to complete the registration, or “Cancel” to start over:



Once the account is created, you will get a popup verifying the creation of the account:



From here, you may “Print” (will print on 8 ½” x 11” paper), “Print Badge” (using a badge printer, if available), “Send Email” (to the guest’s email address), or “Send SMS” (if mobile information was provided). These are the methods which can be used to inform guests of their wireless access credentials. After selecting the appropriate action, your screen will now indicate you have created an account:



Here you may manage the account in existence by clicking it to highlight, and selecting the desired action.

CONFERENCE ACCOUNTS

If you want to create conference or event accounts, simply select that option after clicking the “Add” button, give the conference a name, input the number of attendees, and set the conference start and end dates. **IMPORTANT NOTE:** Be thoughtful in the naming of your conference or event (in the system, not the official name of the conference or event), because the conference attendee user names will be in the format of “conference name-##”. For example, if your conference name is “The Spring SFA Conference to Examine the Eradication of Pine Beetles”, your first conference attendee’s logon name would be:

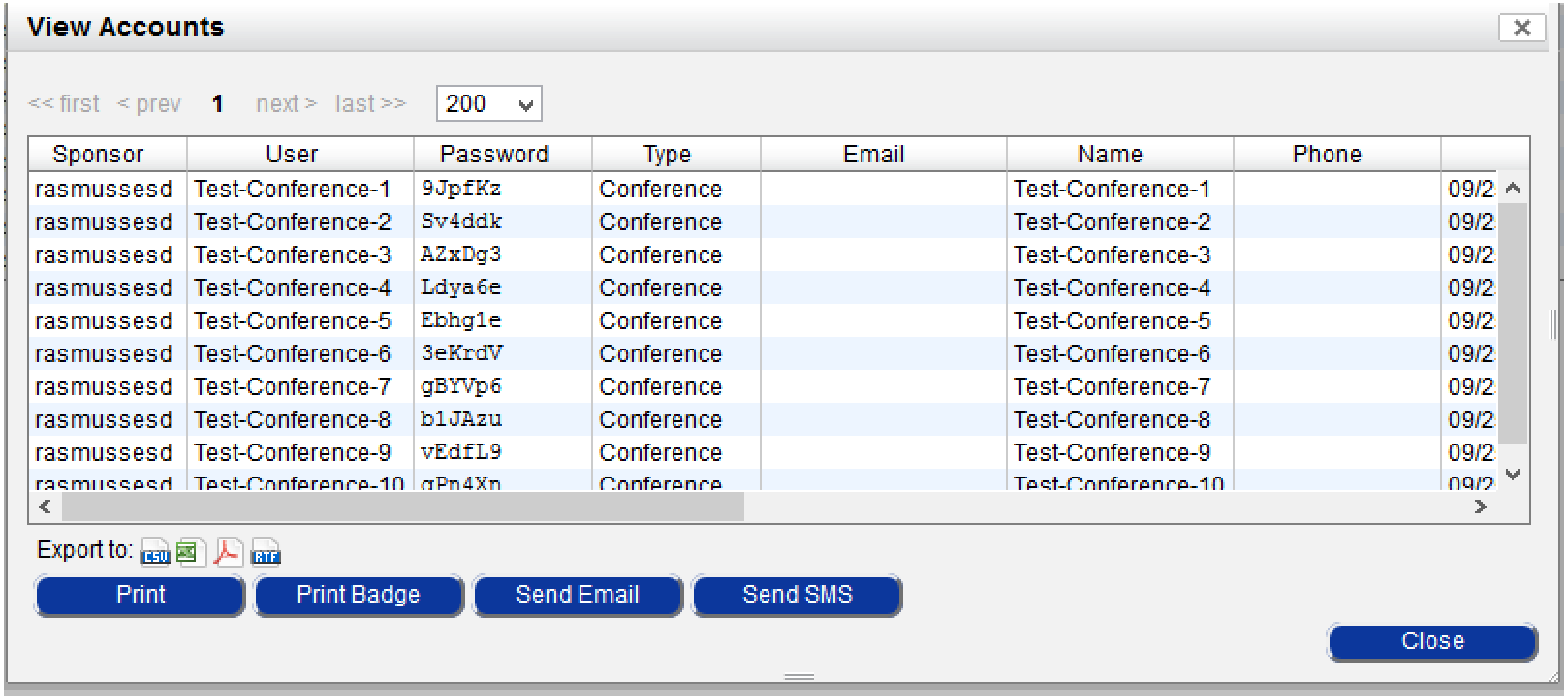
The Spring SFA Conference to Examine the Eradication of Pine Beetles-1

It is cruel and unusual punishment to ask your attendees to type this in as a user name to get access to the wireless network. Instead, consider naming your conference in an abbreviated manner, like “SFA-PBE” (SFA Pine Beetle Eradication). That way, the first attendee’s account would be:

SFA-PBE-1

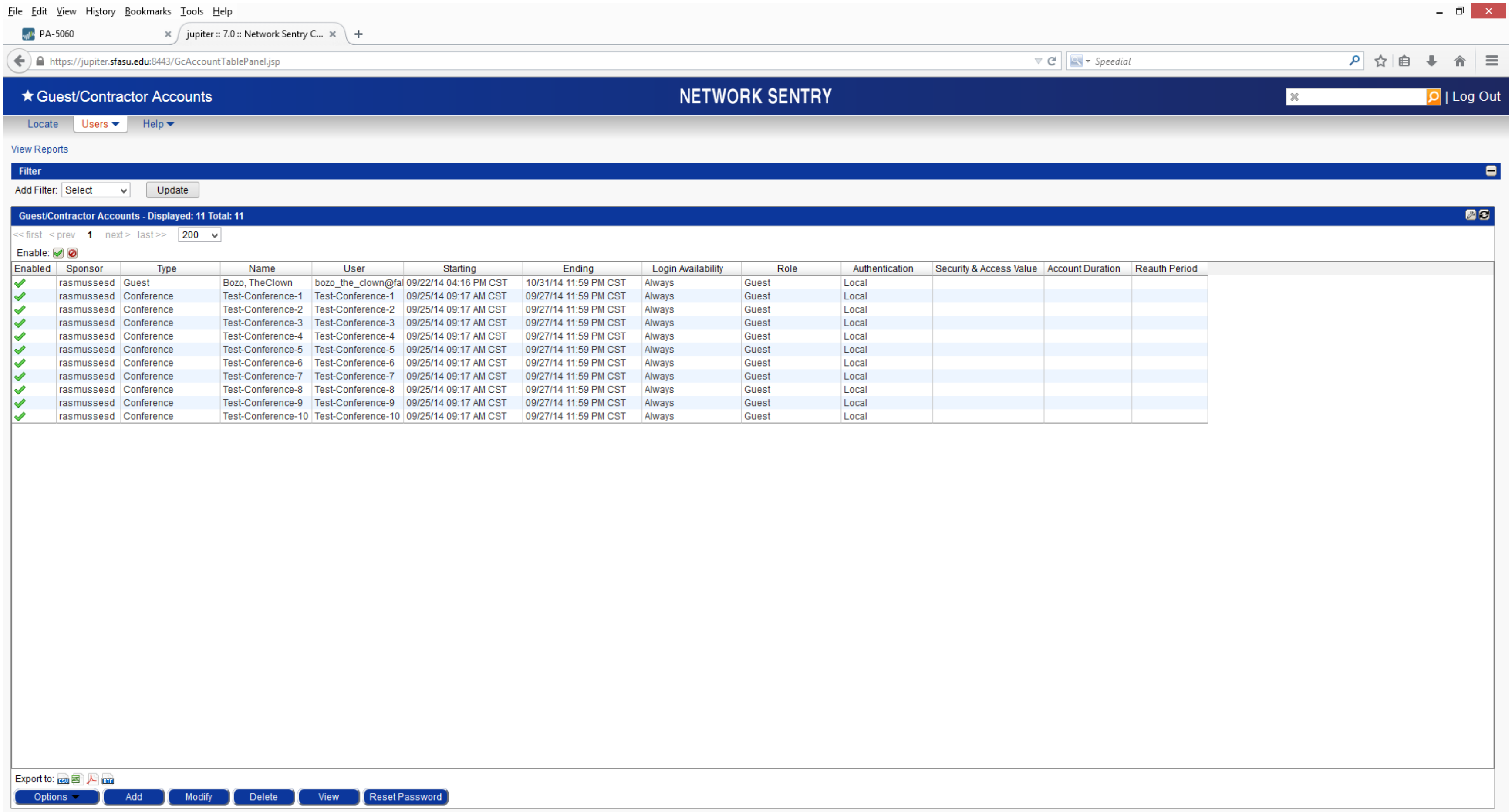
This is much friendlier to the user regarding their experience in successfully gaining network access. Also, do not use spaces in your conference name, as spaces are easy to omit if the attendee is not paying careful attention, and may not be recognized or accepted by all systems, causing login authentication failures for guests.

We recommend you set the start date to one day before the conference or event begins, and the end date to one day after the conference ends. Once all fields have been completed, click “OK” to finish, or “Cancel” to start over. After the conference has been successfully created, you will receive a popup confirmation:



Once again, you have several action options. However, although the "Send Email" and "Send SMS" options appear, at this time, it is not possible to use those options for conference attendees, because those accounts are not assigned to specific individuals and therefore, there is no specific email and/or mobile phone information for the accounts. Functioning options are limited to "Print" and "Print Badge". "Print" generates one 8 ½" x 11" page per attendee. "Print Badge" will print attendee badges on a badge printer, if available.

After conference creation is complete and the printing method has been chosen (or skipped by clicking "Close"), the accounts become visible on your main account management screen:



If you do not see any accounts on your management screen, click the “Update” button near the top left of the screen, and the accounts will appear.

Networking recommends that you use some method of correlating the accounts assigned to conference or event attendees with valid contact information. At this time, the system does not allow for the modification of conference accounts other than “Delete” and “Reset Password”, so some other method of documentation will be necessary. Please keep in mind that if network access is granted to a guest and there is no record of actual user information, the sponsor(s) of the guest are held responsible in the event of any inquiry into network activity. Difficulty in using the system, errors, or questions should be directed to the Help Desk at 936-468-1212.