What do I need to get internet in the dormitory?

You need a router with a WAN port to connect to the internet. We recommend:

- TP-Link Archer C20
- TP-Link Archer C50
- TP-Link Archer AX55

(Routers from ISP do not work in our network.)





DO NOT use WR841N or other models affected by this cyberattack
https://www.ncsc.gov.uk/news/apt28-exploit-routers-to-enable-dns-hijacking-operations

Your router needs to be connected as shown on the picture to the right.

The LAN cable must be plugged into the port of your room's wall and into the blue WAN port of your router. The WAN port usually is labeled as such or can easily be identified by its different color (blue in this case).

Do not forget to connect your router to your power outlet as well. You may need to press the power button if your model has one.

The default name and password of the WiFi connection are written on the bottom of most routers.



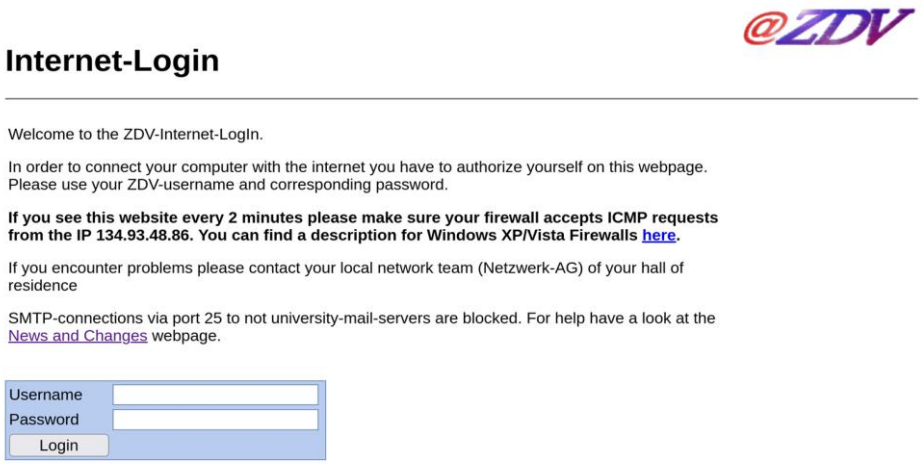
Internet Login

If you've successfully connected your router via its WAN Port, and connected your devices via WiFi or LAN cable, the dormitory's login page should pop up automatically.

If it doesn't open by itself, try the following link: login.wohnheim.uni-mainz.de/login.html

If you get logged out every two minutes, see: *Why do I keep losing my internet connection and have to log in again with my ZDV account?*

If you have issues with your login credentials, see: *Where do I get my Internet-Login credentials?*



Where do I get my Internet-Login credentials?

In order to login, you need a ZDV account. If you are a student from JGU, you already have an account - your Jogustine account.

If you are from Hochschule Mainz: University of Applied Sciences, Studierendenwerk will email you your account details.

Note: Those wh0xxx credentials do expire after one semester, so you will need to contact Studierendenwerk (infopoint@studierendenwerk-mainz.de) again.
Net-AG can't help you with that.

Why can't I login on the Internet-Login page?

If you have problems logging in with your account, unfortunately there's nothing we can do and you need to talk to ZDV. For more information see: *www.zdv.uni-mainz.de/hotline/*.

Why do I keep losing my internet connection and have to log in again with my ZDV account?

The firewall settings in your router need to be changed. The exact procedure depends on your router.

Read the manual of your router if it deviates from the procedure shown below.

Open the router page: Open your browser, type 192.168.0.1, and log in with your credentials (default user/password: admin/admin, or the password you set during setup).

Navigate to Firewall Settings:

- **Variant A (Newer models: see screenshot below):** Click on **Advanced** (top menu) → **Security** (left menu) → **Firewall**.
- **Variant B (Older models):** Click on **Security** (left menu) → **Advanced Security** (sub-menu).

<u>Enable</u> WAN Ping:

- **Variant A (Newer models: see screenshot below):** Turn **ON** the switch for **"Respond to Pings from WAN"** (as shown in the red arrow 5).
- **Variant B (Older models):** Uncheck the box for **"Forbid Ping Packet From WAN Port"** *(Note: On some firmware versions, it might be called "Enable Ping from WAN Port" - in that case, make sure the box is **checked**).*

→ **Save:** Click **„Save"** at the bottom (if applicable).

