

Infinite Wi-Fi

Admin Portal User Guide

Web Version

Version 1.0



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1 Welcome

HKBN Infinite Wi-Fi Admin Portal is a web-based platform that enables administrators to manage their users' Wi-Fi accounts and extend the reach of enterprise's Wi-Fi connectivity for employees, clients and guests by designating their access within network coverage area(s) and/or HKBN Wi-Fi hotspots throughout Hong Kong.

This manual shows you how to configure **user account** profiles including setting the terms of access and authorising their access to the Wi-Fi network. You can view the **real-time login status** of users within the network and obtain a **usage report** that provides information such as users' Wi-Fi access duration over time and date logs to help you better utilise your Wi-Fi network.

2 About Infinite Wi-Fi

Infinite Wi-Fi provides three general Wi-Fi access methods and various additional Wi-Fi access features to facilitate your business needs. During the subscription process, enterprises can choose from among the different authentication options to extend secure and reliable wireless connectivity to different users.

A. Wi-Fi Access Methods

1) Free Access

Free Access is a simple and direct login method which requires no Username and Password, offering extra customer-oriented value that enhances their wireless surfing experience.

2) Web Portal Login

Web Portal Login requires a Username and Password to access the Wi-Fi service, which enhances corporate network security. This form of Wi-Fi access also enables enterprises to separate internal internet access for employees from guest access.

3) MAC Authentication

MAC Authentication allows Wi-Fi access only for authorised devices. Users can gain access after registering their device's MAC address for auto-login. The pre-registration of the device enhances corporate network security and restricts Wi-Fi network access for specific use.

B. Additional Wi-Fi Access Features

1) WPA Key (Recommended)

Wi-Fi Protected Access (WPA) provides strong data protection and access control by encrypting the data sent between a computer/device and the access point. A valid WPA key can highly ensure the wireless network's privacy and enterprise security.

2) Customisable Login Page

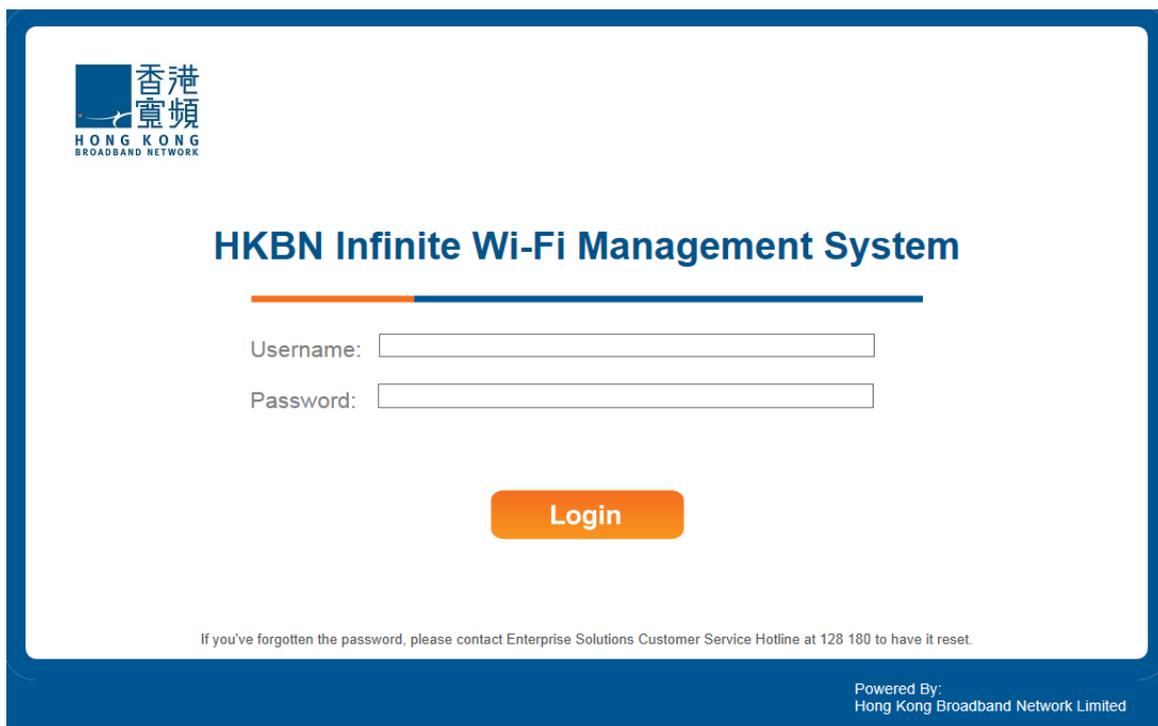
A customisable login page with a brand logo and welcome message helps advertise and give the business a more professional look and feel as well as reflect the brand value of the enterprise.

3) Branded Landing Page

A landing page reflecting the brand image can create brand awareness for the target audience, while keeping them engaged with the company website/social networking sites. This is an effective channel to promote the business and take every opportunity to convert visitors into real customers and stimulate patronage from repeat visitors.

3 Log into Infinite Wi-Fi Admin Portal

- a) Launch your web browser and access the Infinite Wi-Fi Admin Portal at <https://iwf.hkbnes.net/admin>
- b) Enter your **“Username”** (Your company code/account name, e.g. HKBN/admin)
- c) Enter your **“Password”** (The password will be sent separately to your registered email address upon successful service installation)
- d) Click **“Login”**

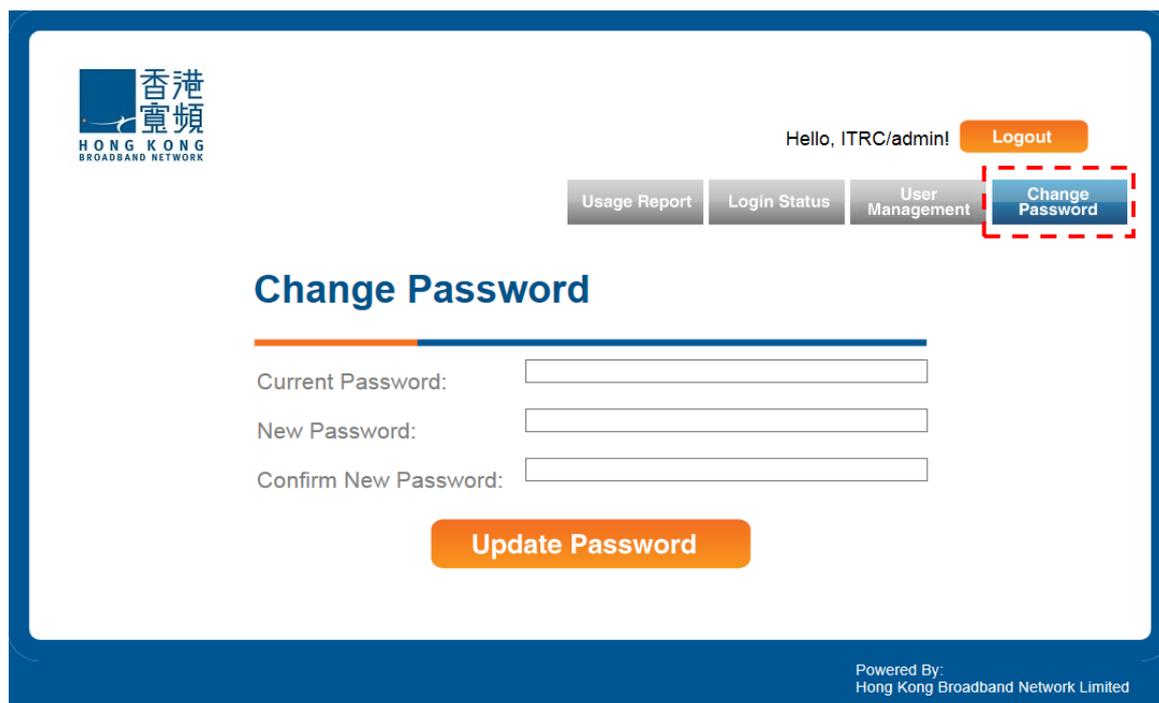


The screenshot shows the login interface for the HKBN Infinite Wi-Fi Management System. In the top left corner is the logo for Hong Kong Broadband Network, featuring a blue square with a white wave and the Chinese characters '香港寬頻' and 'HONG KONG BROADBAND NETWORK'. The main heading is 'HKBN Infinite Wi-Fi Management System' in blue. Below the heading is a horizontal line with an orange segment on the left. There are two input fields: 'Username:' followed by a white text box, and 'Password:' followed by a white text box. Below these fields is an orange 'Login' button. At the bottom of the page, there is a small line of text: 'If you've forgotten the password, please contact Enterprise Solutions Customer Service Hotline at 128 180 to have it reset.' In the bottom right corner, it says 'Powered By: Hong Kong Broadband Network Limited'.

4 Change Password

4.1 Change Admin Password

- Click **“Change Password”** on the top right corner of the screen
- Enter your **“Current Password”**, then type a **“New Password”** and re-type it into **“Confirm New Password”**
- Click **“Update Password”** to save change



The screenshot shows the admin portal interface for the Hong Kong Broadband Network. At the top left is the logo with the text '香港寬頻 HONG KONG BROADBAND NETWORK'. On the top right, it says 'Hello, ITRC/admin!' next to an orange 'Logout' button. Below this is a navigation menu with buttons for 'Usage Report', 'Login Status', 'User Management', and 'Change Password'. The 'Change Password' button is highlighted with a red dashed box. The main content area is titled 'Change Password' and contains three input fields: 'Current Password:', 'New Password:', and 'Confirm New Password:'. Below these fields is an orange 'Update Password' button. At the bottom right, it says 'Powered By: Hong Kong Broadband Network Limited'.

Note:

- Please change your password upon first login and at regular intervals for enhanced security.
- Password must be (1) at least 8 digits; and (2) contain at least 1 number.
- If you are the administrator of the Infinite Wi-Fi Admin Portal and you have forgotten your password, please contact our Customer Service Hotline at 128 180 to have it reset.

4.2 Change User Password

Users can change their own password via the admin portal without administrator assistance.

- Enter the **“Username”** and **“Password”** to log into the user account
- Enter user’s **“Current Password”**, then type a **“New Password”** and re-type it into **“Confirm New Password”**
- Click **“Update Password”** to save change

Change Password

Current Password:

New Password:

Confirm New Password:

Update Password

Note:

- Password must be (1) at least 8 digits; and (2) contain at least 1 number.
- If users have forgotten their password, the administrator may help reset their password under the User Management page through the admin portal account. Please refer to section 5.2 Part B for details.

5 User Management

5.1 Create User Account

When you first register for the Infinite Wi-Fi service, an administrator account will be created for accessing the portal. To allow other users to access the Infinite Wi-Fi network, additional user accounts need to be created and assigned by the administrator.

The image shows two screenshots of the Hong Kong Broadband Network (HKBN) user management interface. The top screenshot shows the main dashboard with the 'User Management' menu item highlighted in a red dashed box. Below it, the 'Create User Account' button is also highlighted in a red dashed box with a red arrow pointing to the bottom screenshot. The bottom screenshot shows the 'Create User Account' form with the following fields:

- Username:
- Department:
- Password:
- Email:
- Confirm password:
- Contact:
- Name:
- Remarks:
- User Status:
- User Type:

At the bottom of the form are three buttons: 'Back', 'Reset', and 'Create Account'. The footer of the page reads 'Powered By: Hong Kong Broadband Network Limited'.

To create a Wi-Fi User Account:

- Click **“User Management”** on the top right corner of the screen and select **“Create User Account”**
- Create a **“Username”** and **“Password”** for the new user account, re-type the password into **“Confirm password”**
- Enter a valid email address into **“Email”** for the user to receive a password reset email should they forget their password

- d) Enter optional “Name”, “Department”, “Contact” and “Remarks”
- e) Select “User Status”
 - **Active** (Default) – Enable the user to access the Wi-Fi network within service coverage
 - **Inactive** – Temporarily disable the user’s access to the Wi-Fi network within service coverage
- f) Select “User Type”
 - **Site User** (Default) – User can ONLY access the Wi-Fi network within the Infinite Wi-Fi service coverage area(s). Username and Password required

The screenshot shows the 'Create User Account' form in the HKBN Broadband Network management interface. The form is titled 'Create User Account' and includes the following fields and options:

- Username:** Text input field
- Password:** Text input field
- Confirm password:** Text input field
- Name:** Text input field
- Department:** Text input field
- Email:** Text input field
- Contact:** Text input field
- Remarks:** Text area with a scroll bar
- User Status:** Dropdown menu with 'Active' selected
- User Type:** Dropdown menu with 'Site User' selected

Navigation buttons at the bottom include 'Back', 'Reset', and 'Create Account'. The page header includes the HKBN logo, a user greeting 'Hello, ITRC/admin!', and a 'Logout' button. A menu bar contains 'Usage Report', 'Login Status', 'User Management', and 'Change Password'. The footer states 'Powered By: Hong Kong Broadband Network Limited'.

- **HKBN Hotspot User** – User can access BOTH the Wi-Fi network within the Infinite Wi-Fi service coverage area(s) and at over 11,000 HKBN Wi-Fi hotspots across Hong Kong. Both HKBN Wi-Fi hotspots and the on-site Wi-Fi network share the same login account

This screenshot is identical to the one above, showing the 'Create User Account' form. The only difference is the selection in the 'User Type' dropdown menu, which is now set to 'HKBN Hotspot User'.

- **Site MAC User** – Based on the pre-registered MAC address of their devices, the user can access the Wi-Fi network within the Infinite Wi-Fi service coverage area(s) automatically

Note: The “Username” is the MAC address of the device without a colon in between (e.g. 123456A1B2C3), while the “Name” can be customised.

- g) Click **“Create Account”** to save or click **“Reset”** to undo all settings.
Click **“Back”** to return to the User Management page

Note:

- For Wi-Fi access authentication options with login page, the maximum number of user accounts that can be created for Site Users is 100, including a total of 10 user accounts for HKBN Hotspot Users.
- For Wi-Fi access options with no login page, no account for Site Users is needed, but you can still create a maximum of 10 user accounts for HKBN Hotspot Users. The default username is “HKBN Wi-Fi” and cannot be configured.
- The username and password allows access to the Wi-Fi network and the Infinite Wi-Fi admin portal.
- Username format: the company code/username (e.g. HKBN/user01).
- Only the administrator account is authorised to create new user accounts.

5.2 Search User Account

Under “Search User Account”, you can view details of all user accounts and configure their personal profiles and Wi-Fi access settings.

香港電訊
HONG KONG
BROADBAND NETWORK

Hello, ITRC/admin! Logout

Usage Report Login Status **User Management** Change Password

Search User Account Create User Account

香港電訊
HONG KONG
BROADBAND NETWORK

Hello, ITRC/admin! Logout

Usage Report Login Status **User Management** Change Password

A Site User assigned: 5 / 100
HKBN Wi-Fi access service assigned: 2 / 10

NO.	Username	Name	Department	Email	Contact	HKBN Wi-Fi Hotspot User	B	C
1.	ITRC/admin	Chris Wong	IT Department	chris@itrc.com	23450123	No	Reset Password Update	
2.	ITRC/chan	Jack Chan	Marketing Department	jack@itrc.com	23459877	Yes	Reset Password Update Delete	D
3.	ITRC/demo	Nil	Sales Department	nil@itrc.com	23340112	Yes	Reset Password Update Delete	
4.	ITRC/ho	Mary Ho	Sales Department	mary@itrc.com	23340123	No	Reset Password Update Delete	
5.	lee	Joe Lee	Marketing Department	joe@itrc.com	23459878	No	Update Delete	

Back Create Account

Powered By:
Hong Kong Broadband Network Limited

A. View the Wi-Fi access user accounts quota

- **Site User assigned** – Shows the number of user accounts (including the administrator account) created. You can set up to 100 Site Users for a standard Infinite W-Fi service
- **HKBN Wi-Fi access service assigned** – Shows the number of user accounts that are set as “HKBN Hotspot User” for the User Type. You can set up to 10 HKBN Hotspot Users for a standard Infinite W-Fi service

B. Reset a user's password

- a) Click “Reset Password”
- b) Click “Reset” to confirm the action

- c) A new random password will be shown on the Search User Account page, indicating that the password has been successfully reset



The new password will also be sent to the user's registered email address

C. Update user profile

- a) Click **"Update"**
- b) Edit features
- c) Click **"Update"**

Or click **"Back to List"** to return to the User Management page

D. Delete user account

- a) Click **"Delete"**
- b) Click **"Delete"** again to confirm the action

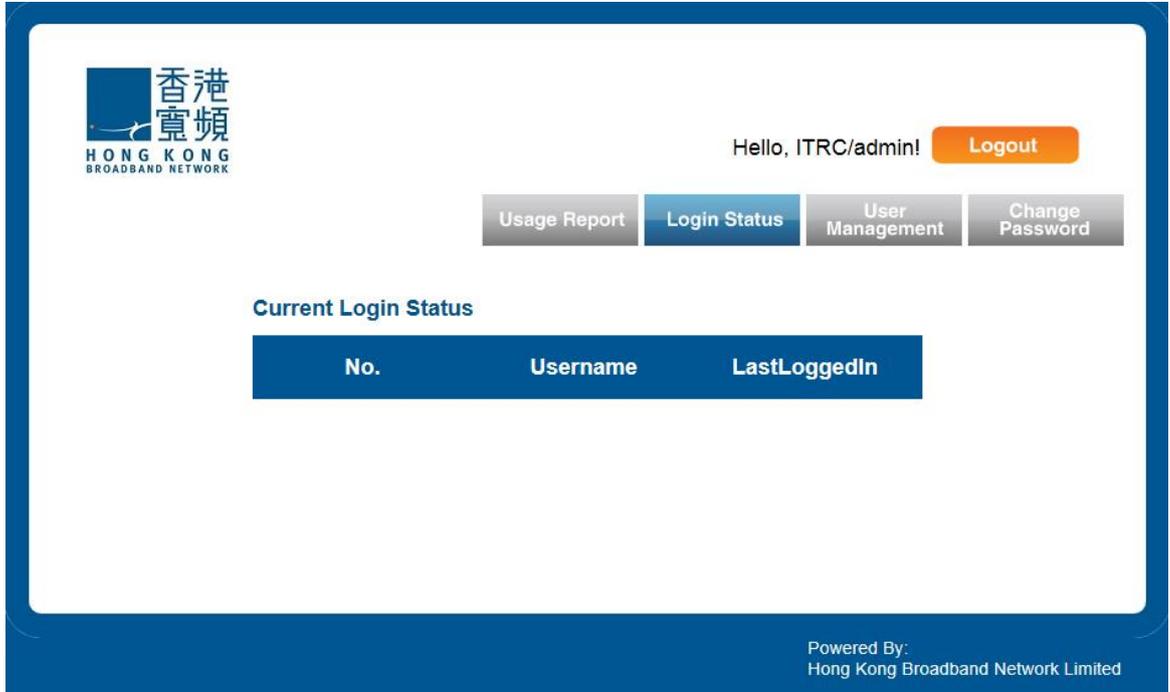
Or click **"Back to List"** to return to the User Management page

Note:

- The "Reset Password" function can only generate new random passwords. Users are required to log in to personalise their password.
- The "Reset Password" function is not available for Site MAC Users.

6 Login Status

The Login Status page indicates users' login status in real time. Monitor current users by viewing their last login time, which helps confirm that their login credentials have not been compromised. (Not available for WPA key access and Free Access method.)



The screenshot shows the management interface for the Hong Kong Broadband Network. In the top left corner is the logo for Hong Kong Broadband Network, featuring a blue square with a white stylized 'H' and the Chinese characters '香港寬頻' above 'HONG KONG BROADBAND NETWORK'. To the right of the logo, the text 'Hello, ITRC/admin!' is displayed next to an orange 'Logout' button. Below this, there is a horizontal menu with four buttons: 'Usage Report', 'Login Status' (which is highlighted in blue), 'User Management', and 'Change Password'. Underneath the menu, the heading 'Current Login Status' is followed by a table with three columns: 'No.', 'Username', and 'LastLoggedIn'. The table is currently empty. At the bottom right of the page, it says 'Powered By: Hong Kong Broadband Network Limited'.

7 Usage Report

Generate a Wi-Fi usage report which includes the login date and duration of all users within a specified time range. The usage report maps all user accounts and device MAC addresses connected to the wireless network, enabling you to track their usage duration (date/ time) to better allocate bandwidth and optimise marketing and promotion strategies.

(Not available for Free Access method.)

The screenshot shows the 'Usage Report' interface for the Hong Kong Broadband Network. The page includes a navigation menu with 'Usage Report' selected. Below the menu is a 'Search Wi-Fi Usage' section with input fields for 'Start Time', 'End Time', 'Client MAC Address', and 'Username'. A calendar for May 2015 is displayed, with the 13th highlighted. A time picker shows 18:34:12. A 'Done' button is highlighted with a red dashed box.

A. Search Wi-Fi Usage within a given time range

- Click on **“Start Time”** to select the start date and time, and click **“Done”**
Click on **“End Time”** to select the end date and time
Or, select **“Now”** to search for records till the exact current moment
Click **“Done”**

- Click **“Search”**. Or click **“Reset”** to clear all fields

Note: Records are kept only for the last three months. Any records earlier than this will not be available.

B. Search Wi-Fi Usage by MAC Address

Search the Wi-Fi usage of a site MAC user by the MAC Address of their designated device.

- Enter the 12-digit **“Client MAC Address”** (e.g. 00-F1-EE-50-DC-92)
- Click **“Search”**. Or click **“Reset”** to clear all fields

C. Search Wi-Fi Usage by username

Search the Wi-Fi usage of a Site User or HKBN Hotspot User by their username.

- a) Enter the **“Username”**
- b) Click **“Search”**. Or click **“Reset”** to clear all fields

The screenshot shows the HKBN Usage Report interface. At the top left is the HKBN logo with the text '香港寬頻 HONG KONG BROADBAND NETWORK'. On the top right, it says 'Hello, ITRC/admin!' next to a 'Logout' button. Below this is a navigation bar with buttons for 'Usage Report', 'Login Status', 'User Management', and 'Change Password'. The 'Usage Report' button is highlighted. Below the navigation bar, the title 'Usage Report' is displayed next to a 'Download Report' button. A table header is shown with columns: 'DateLogged', 'Username', 'MacAddress', and 'Duration'. Below the table header is a 'Search Again' button. At the bottom right, it says 'Powered By: Hong Kong Broadband Network Limited'.

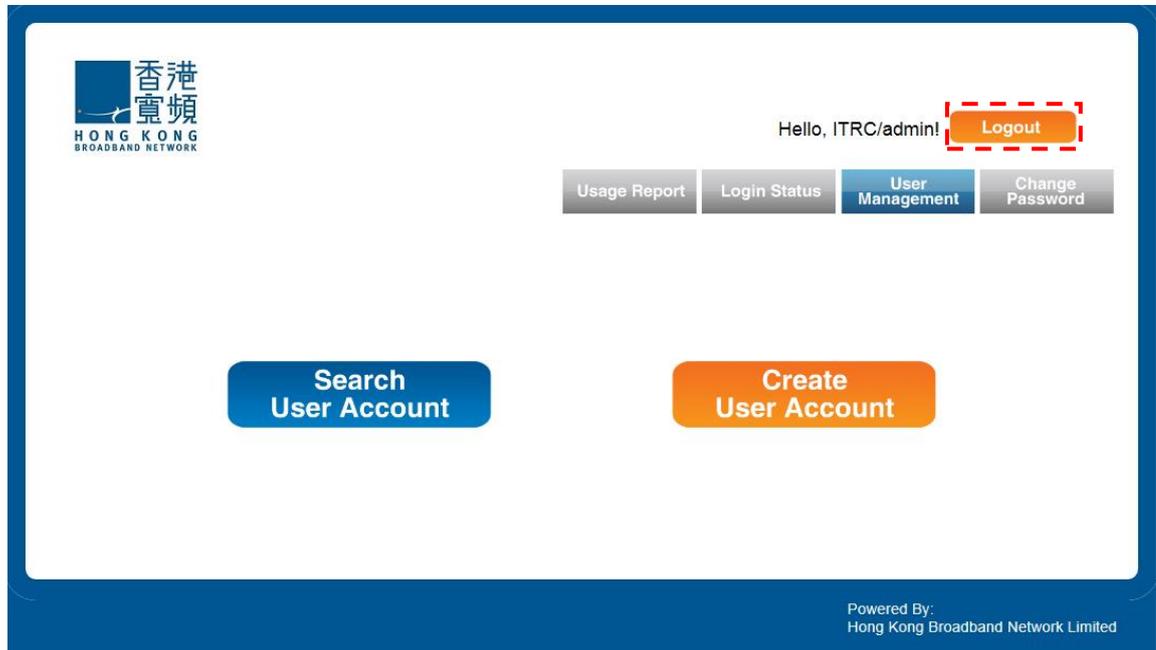
D. View Usage Report

- a) View **“DateLogged”**, **“Username”**, **“MacAddress”** and **“Duration”** information for users who have logged into the Wi-Fi network
- b) Click **“Download Report”** to export the report as a CSV file
- c) Click **“Search Again”** to start a new search

8 Log Out

Always log off from the Infinite Wi-Fi Admin Portal after use to prevent unauthorised access.

- a) Click **“Logout”** at the top right corner of the screen



9 Connect to the Internet at HKBN Wi-Fi Hotspots

Please go to “Wireless Hotspot Search” to search for HKBN Wi-Fi hotspots.

- a) Turn on Wi-Fi network on your mobile device
- b) Set the Service Set Identifier (SSID) to "HKBN Wi-Fi "
- c) Open web browser. You will be redirected to the login page
- d) Click on the “Enterprise Solutions Users” tab, and then select “Infinite Wi-Fi” under “Select Customer Type”
- e) Enter the same “Username” and “Password” used for the on-site Infinite Wi-Fi network within the office
- f) Click “Login” to start surfing

The screenshot shows the HKBN Wi-Fi Service login page. At the top left, there are logos for '香港寬頻 HONG KONG BROADBAND NETWORK' and 'HKBN Wi-Fi'. A language selector '中文' is on the top right. Below the logos, there are two tabs: 'General Users' and 'Enterprise Solutions Users', with the latter being selected. The main heading is 'Welcome to HKBN Wi-Fi Service'. The login form includes a 'Username:' field with a dropdown menu for 'Select Customer Type', a 'Password:' field, and a 'Login' button. Below the password field, there is a note: 'Default password is your HKID card no. Do not enter digit inside the bracket, example: a123456' and a link for 'Forgot username / password? (only for Residential subscribers)'. There is also a checkbox for 'Set Auto Login* (Recommended)'. At the bottom of the form, a small note states: '*By selecting Auto Login, the login procedure will be processed automatically whenever the same device is connected to HKBN Wi-Fi network.' Below the form is an 'FAQ' link. The footer contains links for 'General Terms & Conditions | Disclaimers | Privacy Policy Statement', copyright information '© Hong Kong Broadband Network Limited 2014. All Rights Reserved.', and customer service numbers: 'Residential 24-hr Customer Service: 3567 7777' and 'Enterprise Solutions Customer Service: 128 180'.

10 Support

If you have any questions about using the Infinite Wi-Fi Admin Portal, please contact your dedicated Account Manager or our Customer Service Hotline at 128 180.