

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

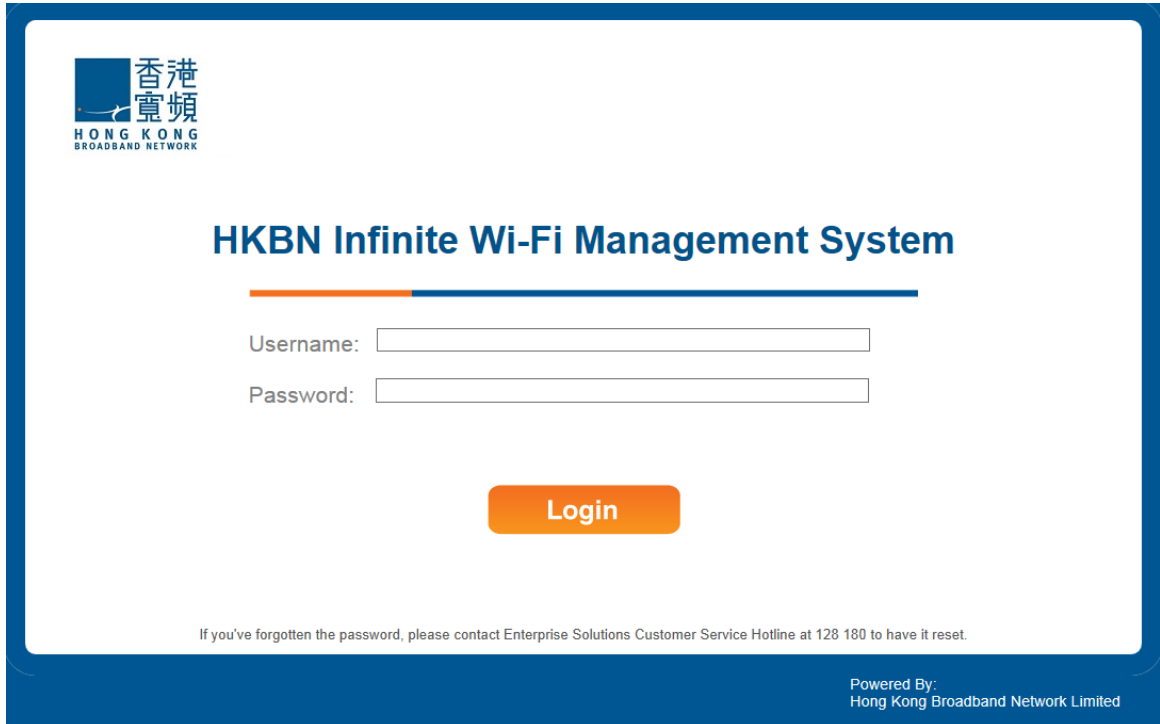
A customisable login page with a brand logo and welcome message helps advertise and give the business a more professional look and feel as well as reflect the brand value of the enterprise.

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. At the top left is the HKBN logo with the text '香港寬頻' and 'HONG KONG BROADBAND NETWORK'. The main heading is 'HKBN Infinite Wi-Fi Management System'. Below this are two input fields: 'Username:' and 'Password:'. An orange 'Login' button is centered below the fields. At the bottom, a small text line reads: 'If you've forgotten the password, please contact Enterprise Solutions Customer Service Hotline at 128 180 to have it reset.' The footer on the right says 'Powered By: Hong Kong Broadband Network Limited'.

 **香港寬頻**
HONG KONG BROADBAND NETWORK

HKBN Infinite Wi-Fi Management System

Username:

Password:

Login

If you've forgotten the password, please contact Enterprise Solutions Customer Service Hotline at 128 180 to have it reset.

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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 displays the Hong Kong Broadband Network Admin Portal. At the top left is the logo with the text '香港寬頻' and 'HONG KONG BROADBAND NETWORK'. On the top right, it says 'Hello, ITRC/admin!' next to an orange 'Logout' button. Below this is a navigation bar with four buttons: '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 overlapping screenshots of the Hong Kong Broadband Network (HKBN) User Management interface. The top screenshot shows the main dashboard with the 'User Management' tab selected and the 'Create User Account' button highlighted with a red dashed box and an arrow. The bottom screenshot shows the 'Create User Account' form with the following fields:

- Username**: Text input field
- Department**: Text input field
- Password**: Text input field
- Email**: Text input field
- Confirm password**: Text input field
- Contact**: Text input field
- Name**: Text input field
- Remarks**: Text area with up/down arrows
- User Status**: Dropdown menu (Active)
- User Type**: Dropdown menu (Site User)

At the bottom of the form are three buttons: **Back**, **Reset**, and **Create Account**. The interface includes the HKBN logo, a user greeting 'Hello, ITRC/admin!', and a 'Logout' button. The footer states '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

香港寬頻
HONG KONG
BROADBAND NETWORK

Hello, ITRC/admin! [Logout](#)

[Usage Report](#) [Login Status](#) [User Management](#) [Change Password](#)

Create User Account

Username Department

Password Email

Confirm password Contact

Name Remarks

User Status User Type

[Back](#) [Reset](#) [Create Account](#)

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- **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

香港寬頻
HONG KONG
BROADBAND NETWORK

Hello, ITRC/admin! [Logout](#)

[Usage Report](#) [Login Status](#) [User Management](#) [Change Password](#)

Create User Account

Username Department

Password Email

Confirm password Contact

Name Remarks

User Status User Type

[Back](#) [Reset](#) [Create Account](#)

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- **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.

The screenshot displays the 'Search User Account' page of the Hong Kong Broadband Network (HKBN) system. The page header includes the HKBN logo, the user 'Hello, ITRC/admin!', and a 'Logout' button. A navigation bar contains 'Usage Report', 'Login Status', 'User Management' (highlighted with a red dashed box), and 'Change Password'. Below the navigation bar, there are two buttons: 'Search User Account' (highlighted with a red dashed box and a red arrow) and 'Create User Account'. The main content area shows the 'User Management' page with a header 'Hello, ITRC/admin!' and a 'Logout' button. Below the header, there are four buttons: 'Usage Report', 'Login Status', 'User Management' (highlighted with a blue box), and 'Change Password'. A summary box (A) shows 'Site User assigned: 5 / 100' and 'HKBN Wi-Fi access service assigned: 2 / 10'. Below this is a table of users with columns: NO., Username, Name, Department, Email, Contact, HKBN Wi-Fi Hotspot User, and actions (B and C). The table lists five users. The first user, 'ITRC/admin', has a 'Reset Password' button (B) and an 'Update' button (C). The second user, 'ITRC/chan', has a 'Reset Password' button (B), a 'Delete' button (D), and an 'Update' button (C). The third user, 'ITRC/demo', has a 'Reset Password' button (B), a 'Delete' button (D), and an 'Update' button (C). The fourth user, 'ITRC/ho', has a 'Reset Password' button (B), a 'Delete' button (D), and an 'Update' button (C). The fifth user, 'lee', has an 'Update' button (C) and a 'Delete' button (D). At the bottom of the table, there are 'Back' and 'Create Account' buttons. The footer of the page states 'Powered By: Hong Kong Broadband Network Limited'.

香港寬頻
HONG KONG BROADBAND NETWORK

Hello, ITRC/admin! Logout

Usage Report Login Status User Management Change Password

Search User Account Create User Account

香港寬頻
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 | |
| 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

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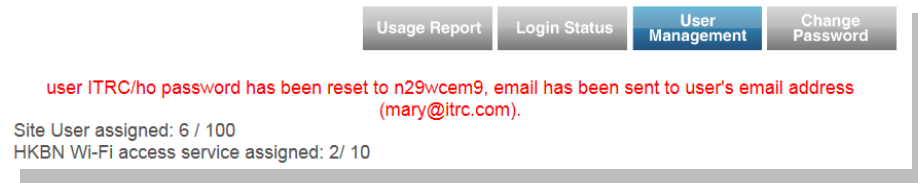
A. View the Wi-Fi access user accounts quota

- **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

- Click **"Update"**
- Edit features
- Click **"Update"**

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

D. Delete user account

- Click **"Delete"**
- 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 'Login Status' page of the Hong Kong Broadband Network. The page has a blue header and footer. In the top left, there is a logo with the text '香港寬頻' and 'HONG KONG BROADBAND NETWORK'. In the top right, it says 'Hello, ITRC/admin!' next to an orange 'Logout' button. Below this, there are four buttons: 'Usage Report', 'Login Status' (which is highlighted in blue), 'User Management', and 'Change Password'. The main content area is titled 'Current Login Status' and contains a table with three columns: 'No.', 'Username', and 'LastLoggedIn'. The table is currently empty. At the bottom right, it says 'Powered By: Hong Kong Broadband Network Limited'.

| No. | Username | LastLoggedIn |
|-----|----------|--------------|
|-----|----------|--------------|

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.)

香港寬頻
HONG KONG
BROADBAND NETWORK

Hello, ITRC/admin! [Logout](#)

[Usage Report](#) [Login Status](#) [User Management](#) [Change Password](#)

Search Wi-Fi Usage

Start Time **A** Client MAC Address **B**

End Time Username **C**

[Reset](#) [Search](#)

May 2015

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
| | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 31 | | | | | | |

Time 18:34:12

Hour

Minute

Second

[Now](#) [Done](#)

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.

- Enter the **“Username”**
- 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' and 'HONG KONG BROADBAND NETWORK'. At the top right, it says 'Hello, ITRC/admin!' next to a 'Logout' button. Below this is a navigation bar with four buttons: 'Usage Report' (highlighted in blue), 'Login Status', 'User Management', and 'Change Password'. The main section is titled 'Usage Report' and features a progress bar. Below the progress bar is a table with four columns: 'DateLogged', 'Username', 'MacAddress', and 'Duration'. Below the table is a 'Search Again' button. At the bottom right, it says 'Powered By: Hong Kong Broadband Network Limited'.

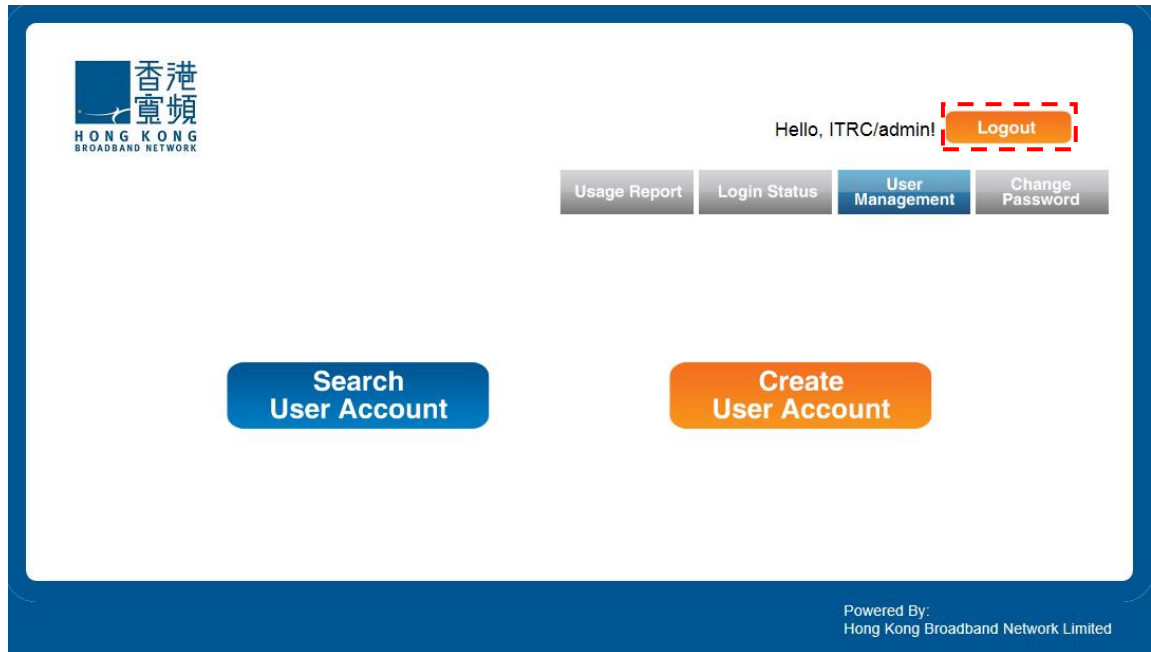
D. View Usage Report

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

香港寬頻
HONG KONG
BROADBAND NETWORK

HKBN
Wi-Fi

中文

General Users Enterprise Solutions Users

Welcome to HKBN Wi-Fi Service

Username: @

Password:

Default password is your HKID card no.
Do not enter digit inside the bracket, example: a123456
[Forgot username / password? \(only for Residential subscribers\)](#)

☒ Set Auto Login* (Recommended)

Login

*By selecting Auto Login, the login procedure will be processed automatically whenever the same device is connected to HKBN Wi-Fi network.

FAQ

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Residential 24-hr Customer Service: 3567 7777
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.