



Homeland
Security

FLETC GUEST NETWORK



FLETC offers students the ability to connect Government Furnished Equipment (GFE) and personally owned devices (laptops, cell phones and tablets) wirelessly to the FLETC Guest Network for work, training and limited personal use while attending training at a FLETC Training Delivery Point (TDP).

Students shall ensure compliance with the FLETC Guest Network Policy posted on the FLETC Guest Network login screen and in the student handbook when connecting either a personal device or GFE.

IF YOU DO NOT CONSENT, DO NOT LOGON.

NEED HELP CONNECTING?

**Call
912-267-2222**

or **dial 2222 # from a FLETC**

Phone. The FLETC IT Service Desk can only help with basic FLETC Guest Wireless connectivity issues and FLETC Guest Network password resets. The FLETC ITSD cannot troubleshoot issues on personal devices or non-FLETC Government devices.

HOW TO CONNECT TO THE FLETC GUEST NETWORK

1. Go into the wireless settings on your device.
2. Select the network called **"FLETC Guest."**



3. Open a browser window. You should be redirected to the **FLETC Guest Portal.**
4. iPhone Users should ensure their phone has been updated to the latest IOS. If not possible, you may need to go to a non HTTPS website (such as ESPN.com or CNN.com) to see the login page. If that doesn't work, enter <http://guest.fletc.dhs.gov:8443> into the HTML bar and hit enter.
5. Enter your username and password received via email from guestregistrar@fletc.dhs.gov.
6. Review the FLETC Guest Network policy and if you choose to accept the terms and conditions, and connect to the network, check the boxes next to **"Change Password"** (first time only) and **"I agree to the terms and conditions."**
7. Change your password to one meeting the criteria stated on the reset password page. Use new password for connecting to the FLETC Guest Network. Your FLETC Guest Network access will be available to students for the duration of class on FLETC and for one year for opted-in PO Staff.

BASIC STEPS

- o Confirm that Wi-Fi is activated on the device.
- o Confirm that you are connecting to the "FLETC Guest" wireless network.
- o If the FLETC Guest Network login page does not appear, follow directions in the first bullet under "Internet Access Error Information."
- o Confirm that the correct user name and password are being entered and that "terms and conditions" box has been checked.
- o Contact the FLETC Guest Network at **912-267-2222** or dial **2222#** from a FLETC phone.

ACCOUNT INFORMATION:

- o Make sure you received and are using the user-name and password provided from guestregistrar@fletc.dhs.gov. The message is sent to the email address used when registering for a course in SASS. Please make sure the email address that is provided at registration is accurate. If the message is not received in your email in-box, please check your spam/junk folder prior to contacting the FLETC Help Desk.

INTERNET ACCESS ERROR INFORMATION:

- o "Page cannot be displayed" appears when attempting to get to the login page. Make sure you have connected to the FLETC Guest Network and successfully logged in. If you cannot access the FLETC Guest Portal to login, it may be because your browser is attempting to access an HTTPS site (especially on Apple devices). Direct your browser to cnn.com or espn.com and it should properly redirect to the login page. If that doesn't work, enter <http://guest.fletc.dhs.gov:8443> into the HTML bar and hit enter.
- o "Radius session not found" appears on the login page.
 - Toggle device wireless off and on again, with wireless switch if on a laptop.
 - Power down device briefly.
- o User is continually redirected back to the login page after a successful login. This usually is caused by an issue in browser cache but can also occur if the user has logged into more than the allowed number of devices (three is the max).
 - Disconnect from the FLETC-Guest wireless account, connect to another wireless account, disconnect from that account and reconnect to FLETC-Guest

PASSWORD RESET:

- o Call IT Support at 912-267-2222 if you need a FLETC Guest Network password reset.
 - In order to have your password reset, you will need to provide the Service Desk with your class number as a security measure.

DEVICE ISSUES:

- o If your Government device is having difficulty connecting to the network, and the issue is device related, you may have to call your agency IT department for support.
- o Older devices may not be able to connect to the FLETC Guest Network or work properly in support of training.
- o Smartphones are not well suited to serve as a student's primary academic IT resource.



HOW CAN I GET a FLETC Guest Network user-name and password?

Once you are scheduled to attend training at a FLETC TDP, you will receive an automated email with a Guest Wireless user-name and password from guestregistrar@fletc.dhs.gov. You will need that user-name and password when you arrive to login to the FLETC Guest Network.

HOW MANY DEVICES can I connect to the FLETC Guest Network simultaneously?

Three. You will receive an error if you try to connect more than three devices.

I AM A FLETC INSTRUCTOR; can I use connect to the FLETC Guest Network?

No. FLETC Instructors should use the admin and training network.

WHAT INFORMATION CAN I access via the FLETC Guest Network?

The FLETC Guest Network consists of Internet access only so you can go to any site or system that is publicly available on the Internet. When accessing a Government site or system via the FLETC Guest Network, you are responsible for protecting all data IAW the terms of use of the site or system in addition to the FLETC Guest Network terms of use.

IS IT MANDATORY to use a personal device on the Guest Wireless Network?

No, use of personal devices is completely voluntary. If you do not have, or choose not to use a personal device, you can use a work-issued electronic device (i.e., GFE).

WHAT DEVICES can be connected to the FLETC Guest Network?

You can connect devices typically used for work related purposes to include laptops, tablets, and smartphones. The device must be capable of connecting to the FLETC Guest Wireless Network.

Recommended devices:

- Windows 7, 8 and 10 laptops
- Windows 8.1 and 10 Tablet
- Android or iPad Mobile Device
- Macbook
- Chromebook

HOW OFTEN will I need to login to the FLETC Guest Network?

You may need to login once every 24 hours.

WHAT CAN I use my device for on the Guest Wireless Network?

You can use your device to do classwork, homework or research as well as any online activities in support of work related activities. In addition, limited personal use is allowed.

WHAT IS THE DEFINITION of 'limited personal use'?

- Involves minimal additional expense to the Government.
- Does not reduce productivity or interfere with the mission or operations of FLETC.
- Does not violate any federal, state, or local law; DHS policy; or the FLETC IT system rules of behavior outlined in FLETC Directive 140-04, Information Technology System Rules of Behavior.

I'M A STUDENT trying to login to the FLETC Guest Network with my personal device and I'm having technical issues, who can help me?

The FLETC IT Service Desk (call 912-267-2222 or dial 2222# via a FLETC phone) can assist users with basic Wi-Fi connection and FLETC Guest Portal Page login help. The FLETC IT Service Desk will not be able to support troubleshooting device related issues.