



ENTERPRISE SOLUTIONS

# SMART CONNECT: MANAGED WiFi+

## Welcome Guide

June 2023



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# Introduction

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Thank you for choosing our service! This Welcome Kit will guide you as you setup your new service.

## 1. How to Contact Us?

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Please save the following contact information in case you require our service and support.

Service Hotline: 128180

Service Email Address: [corpinfo@hkbnes.net](mailto:corpinfo@hkbnes.net)

## 2. When to Contact Us for Configuration Change?

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Our Managed WiFi+ service provides the configuration services:

- Change name of SSID
- Hidden or published SSID
- Regenerate DPSK password list
- Reupload Logo or corresponding text of Guest Portal
- Change of Bandwidth Control
- Any change of the list for MAC address Filtering
- Any questions about using the Smart Connect Admin Portal

## 3. HKBNES Smart Connect Customer Admin. Portal

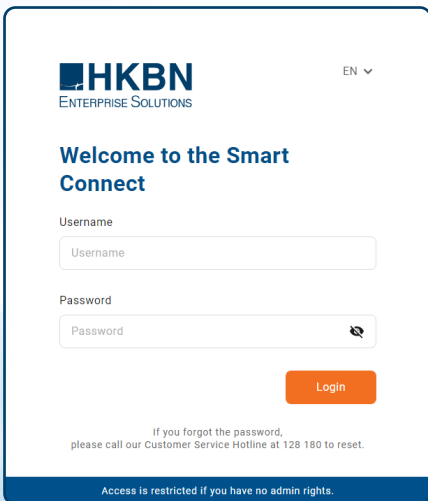
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HKBNES Smart Connect Customer Admin. Portal is a web-based platform that enable customer to have some administrations for the Smart Connect service.

### 3.1 Log into Smart Connect Managed WiFi+ Customer Admin. Portal

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- Step 1: Launch your web browser and access the Smart Connect Customer Admin. Portal at <https://connect.hkbnes.net/>
- Step 2: Enter your “Username” (Your company email address provided before)
- Step 3: Enter your “Password” (The password will be sent separately to you registered email address upon successful service installation)
- Step 4: Click “Login”



The screenshot shows the login page for the HKBNES Smart Connect Customer Admin. Portal. At the top left is the HKBNES logo with the text "ENTERPRISE SOLUTIONS". At the top right is a language selector "EN" with a dropdown arrow. The main heading is "Welcome to the Smart Connect". Below this are two input fields: "Username" and "Password". The "Password" field has a toggle icon for visibility. Below the input fields is an orange "Login" button. At the bottom, there is a note: "If you forgot the password, please call our Customer Service Hotline at 128 180 to reset." and a footer: "Access is restricted if you have no admin rights."

## 3.2 Select Subscribed Service

Managed WiFi+ → Go to Section “3.4 Managed WiFi+”



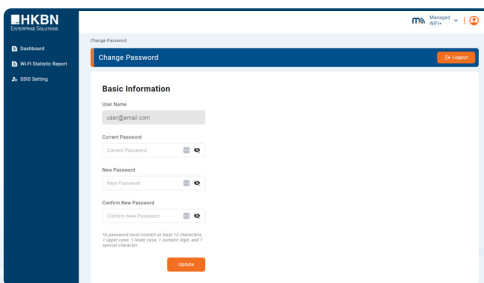
## 3.3 Change Password

Step 1: Click the orange icon  located in top right-hand corner of the page

Step 2: It will redirect you to the “Change Password” page

Step 3: On the Change Password Page, Enter your “Current Password”, then type a “New Password” and re-type it into “Confirm New Password”

Step 4: Click “Update” to save change



Note:

- Please change your password upon first login and at regular intervals for enhanced security.
- password must contain (1) at least 12 characters, (2) 1 upper case, (3) 1 lower case, (4) 1 numeric digit, and (5) 1 special character.
- If you are the administrator of the Smart Connect Admin Portal and you have forgotten your password, please contact our Customer Service Hotline at 128 180 to have it reset.

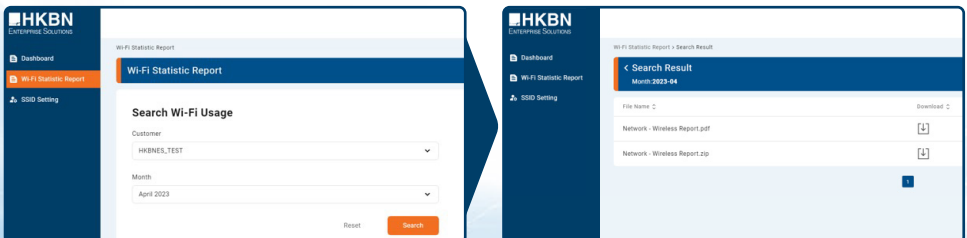
## 3.4 Managed WiFi+

### 3.4.1 Wi-Fi Statistic Report

You can generate the Wi-Fi usage report for last three months.

To generate and download the Wi-Fi Statistic Report, follow these steps:

- Step 1: Access the Wi-Fi Statistic Report by clicking on "Wi-Fi Statistic Report" in the left side menu
- Step 2: On the Wi-Fi Statistic Report page, you will see a "Customer" field that is automatically filled with your company name
- Step 3: Next, select the specific month for the report by clicking on the "Month" field and choosing the appropriate month from the drop-down menu
- Step 4: Once you have entered your custom settings, click on the "Search" button to generate the report. If you need to reset the search parameters to their default settings, click on the "Reset" button
- Step 5: After the report has been generated, you will see a list of all the files that are available for download. To download an attachment, simply click on the download button next to the file you want to download. This will trigger the download action, allowing you to save the file to your computer for future use



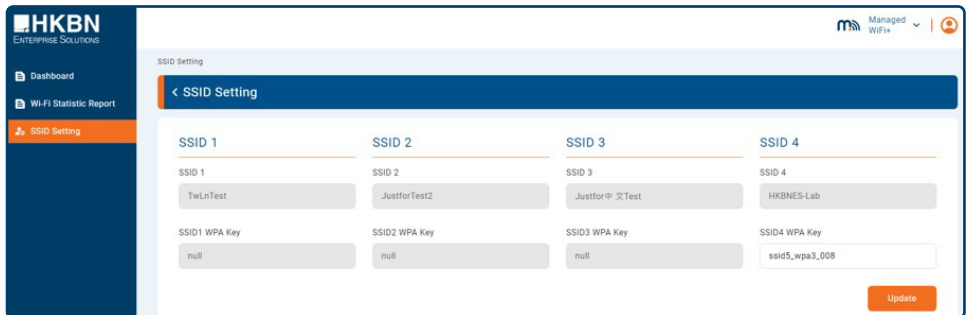
Note:

- If you have purchased the "End-User Statistic Reports", more files will be generated for you.

## 3.4.2 Change WPA Key

Regularly changing or updating your WPA key in your SSID network is a good habit to protect your network from unauthorized access. To update your WPA key, follow these steps:

- Step 1: Click on "SSID Setting" in the left menu to access your SSID settings
- Step 2: Find the SSID that you want to update and click on it to open its settings page
- Step 3: In the SSID settings page, locate the WPA key field and enter your new WPA key. Make sure to use a strong and complex key to enhance your network security
- Step 4: Once you have updated your WPA key, click on the "Update" button to apply the changes



Note:

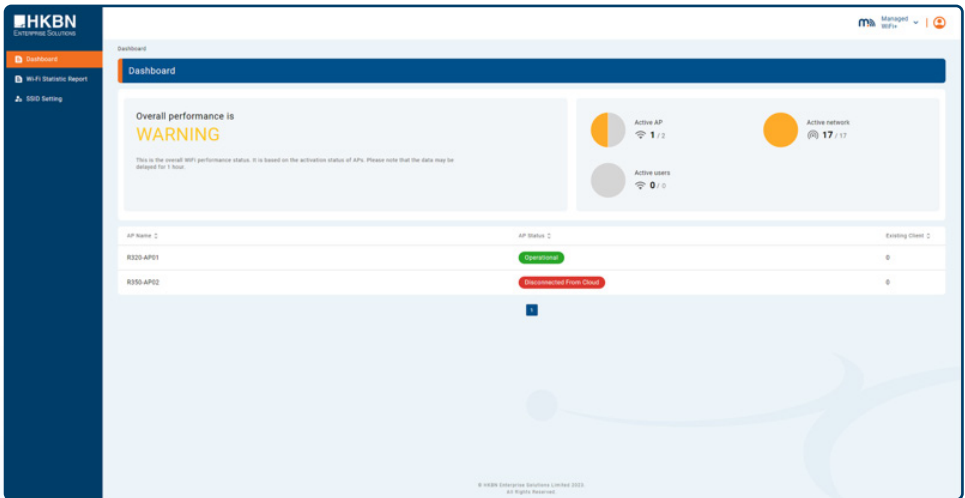
- It may take several minutes for the network to make the new WPA key effective.
- During this time, your network may experience temporary interruptions or disconnections.
- The boxes in grey colour cannot be changed.

## 3.4.3 Dashboard

There is a dashboard to show you a summary of overall WiFi performance status.

You can find the numbers of AP, WiFi networks, and active users.

Sample of Dashboard



Note:

- The data may be delayed for 1 hour.



## 3.5 Log Out

Always log off from the Smart Connect Admin Portal after use to prevent unauthorised access.

Admin portal provides three methods:

### In main category page

Click “Logout” at the top right corner of the screen in the main category page.

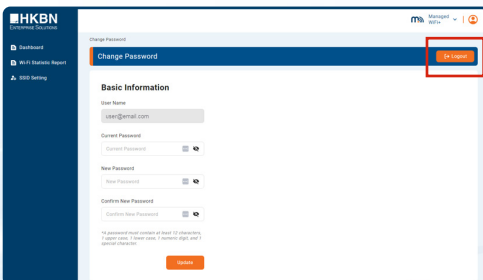


### In Managed Wi-Fi Page (Desktop View)


Step 1: Click the orange icon  located in top right-hand corner of the page

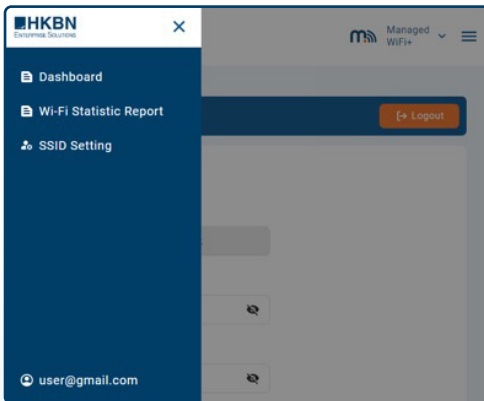
Step 2: This will redirect you to the Change Password page

Step 3: On the Change Password Page, you will see a “Logout” button. Click on this button to logout of the Admin Portal



## In Managed Wi-Fi Page (Mobile View)

- Step 1: Click on the menu icon  located in the top right-hand corner of the page. This will open a side menu on the left-hand side of the page
- Step 2: In the side menu, you will find your name listed at the bottom. Click on your name to access the change password page
- Step 3: Once you are on the change password page, you will see a "Logout" button. Click on this button to logout of the Managed Wi-Fi Page



## Appendix 1. How to enjoy your Wi-Fi Service?

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See below for some reference procedures for connecting to your Wi-Fi network.

WiFi Network Access Type:

Appendix 1.1 → Pre-Shared Key (PSK)

Appendix 1.2 → Dynamic Pre-Shared Key (DPSK)

Appendix 1.3 → Guest Portal: Self Sign-in

### 1.1 Pre-Shared Key (PSK)

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When you select your SSID via your device, you will see a prompt requesting for a password.

Enter the password you have provided to us via your Account Manager or via your order form.

## For iOS

Step 1: Launch “Settings”

Step 2: Scroll and tap Wi-Fi at the “Settings”

Step 3: Ensure the Wi-Fi button is enabled as green

Step 4: Select the Wi-Fi network that you would like to connect to by tapping on the name

Step 5: Enter the password for the selected Wi-Fi network

Step 6: Tap Join in the upper right-hand corner



If the SSID is hidden, you can:


Step 1: Hit the “Other”

Step 2: Choose the security “WPA2/WPA3”

Step 3: All device types – Enter the password

You can now enjoy your Wi-Fi service.

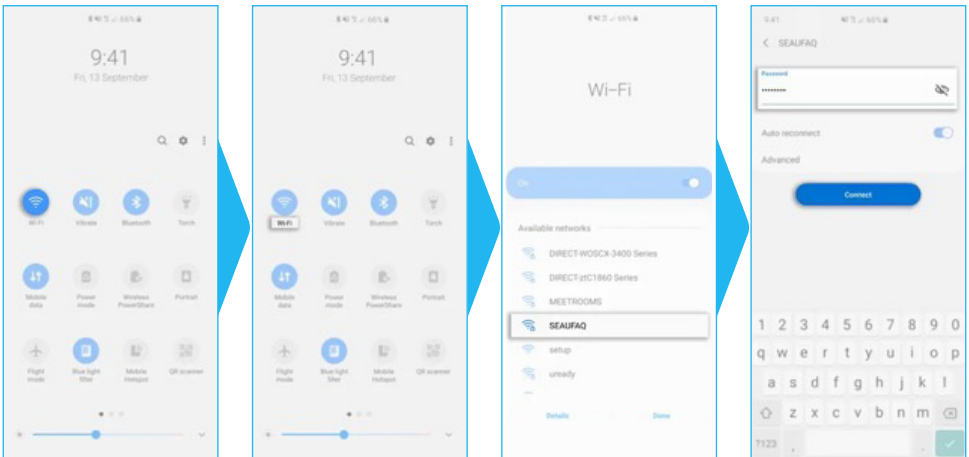
## For Android (Samsung device as an example)

Step 1: Swipe down to access your Quick Settings and tap on  to turn on your Wi-Fi settings

Step 2: Tap on the word “Wi-Fi” to view available Wi-Fi networks

Step 3: Select your Wi-Fi network

Step 4: Enter your Password then tap “Connect”



If the SSID is hidden, you can:

Step 1: Hit “Add Network”

Step 2: Choose the security “WPA3-Personal”

Step 3: All device types – Enter the password

You can now enjoy your Wi-Fi service.

## For Windows (Windows 10 as an example)

- Step 1: Select the network icon on the taskbar. The icon that appears depends on your current connection state. If you cannot see one of the network icons (or a similar one) shown in the following image, select the Up arrow to see if it appears there
- Step 2: Ensure that Wi-Fi is turned on. Check if the "Wi-Fi" tile is coloured at the bottom of the pane
- Step 3: Click or tap the network name you want to connect to, then press the "Connect" button
- Step 4: Enter the password then press "Next"
- Step 5: Choose sharing settings. You will be asked "Do you allow your PC to be discoverable by other PCs and devices on this network"



If the SSID is hidden, you can:

- Step 1: Hit "Hidden Network"
- Step 2: All device types – Enter the password

You can now enjoy your Wi-Fi service.

## 1.2 Dynamic Pre-Shared Key (DPSK)

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Dynamic PSK (DPSK) is a feature that enhances the security of normal Pre-Shared Key (PSK) wireless networks. This feature assumes you have opted for this privacy setting and has been assigned a system-generated password.

(One unique password is used for one device.)

Tapping on the SSID via your device will prompt a password request.

You can enter your assigned password.

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If the SSID is hidden, you can:

Step 1: **iOS** → Hit “Other”

**Android** → Hit “Add network”

**Microsoft Windows** → Hit “Hidden Network”

Step 2: All device types – Enter the password

## 1.3 Guest Portal: Click-Through

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For example, Facebook is chosen for this WIFI connection. Here is an example of HKBNES Guest Portal with Click-Through.

(If you have not provided the company logo/T&C to your account manager, the landing page would be based on our default settings without any information.)

Step 1: When you connect to SSID via your device, a web browser with the Guest Portal will pop up after a few seconds of loading...

(If no web browser pops up, you can open a web browser and browse any website manually. It will redirect to the guest portal automatically.)

Step 2: Read the “Terms & Conditions” by clicking on it

Step 3: After you have read the “Terms & Conditions”, check the box next to it  I agree to the [Terms & Conditions](#)

Step 4: Click on the Button to accept and enjoy the WIFI connection

**The End**