

# FAQ

## Your questions about the Internet

No.	Question	Answer
1	How do I connect to the Wi-Fi?	<p>Your facility manager will provide you with an access ticket as well as written instructions in German and English.</p> <p><b>Keep your login details where you are sure not lose them!</b></p>
2	How many devices can I connect to the Wi-Fi?	Each resident can connect three devices to the Wi-Fi on their ticket. You must connect your first device to the Wi-Fi within seven days of your login details being generated. Otherwise your ticket will become invalid.
3	Can my guests also use the Wi-Fi?	No; unfortunately, guests may not use the Wi-Fi. The login details your facility manager provides are for your personal use only.
4	How long is my ticket still valid?	Open your browser and go to <a href="http://1.1.1.1">http://1.1.1.1</a> . Here, you can see how long your ticket is still valid.
5	How do I deregister a device?	On the device you wish to deregister from the Wi-Fi, open your browser and go to <a href="http://1.1.1.1">http://1.1.1.1</a> . You can deregister the device from here.
6	Do I have to reenter my password every day?	Depending on whether your device saves your password, you may have to reenter your login details every day.
7	Are some sites or ports blocked?	Osnabrück Student Services does not block access to any sites or ports. However, in the event of issues concerning illegal websites or services, we reserve the right to block access to certain sites or ports.
8	Can I continue to use LAN while using the Wi-Fi?	Yes; you can keep using the LAN connections while connected to the Wi-Fi.
9	Do I have to connect to the Wi-Fi with all three devices with seven days?	No; you just need to connect your first device to the Wi-Fi within seven days.
10	What devices can I hook up to the Internet?	Any device that has a LAN connection can be used with the LAN network. You may also use a USB LAN adapter. Generally speaking, you can use any Wi-Fi-enabled device to use the wireless network that lets you enter your login details via a web browser.
11	Can I use a VPN connection?	Yes; as described under Question 7, Osnabrück Student Services does not block any ports. This means there are no restrictions on setting up VPN connections from the network.

12	Why can't I use my own router?	The use of routers is not permitted in our network because they may address incorrect network addresses to other devices on the network if incorrectly configured. This would result in the devices of your fellow residents being kicked off the network.
13	How long are my personal data stored?	According to the "Terms of use for student Internet access" provided by Osnabrück Student Services: "The network manager (e.g. Osnabrück Student Services or a third party commissioned by it) is authorized to collect statistical data—such as on the network utilization rate, external connection, and the volume of transferred data—for administrative purposes. The data traffic is not subject to continuous monitoring. However, this does not apply where Osnabrück Student Services is obligated to the contrary by public authorities, offices of district attorneys, or similar institutions. Osnabrück Student Services also reserves the right to collect personal data where there is a justifiable suspicion of illegal activity or user behavior in violation of applicable regulations."
14	I lost the ticket with my login details, what do I do now?	If you have lost your access ticket, please make an appointment with your facility manager. They will issue you a new ticket. Since your old ticket will be deactivated for security reasons, you will need to reactivate your devices (max. three) with your new ticket.
15	I have a new mobile device, what do I do now?	If you have not yet activated three devices on your ticket, use your login details to connect your new device to the network.
16	Why won't my device connect to the Wi-Fi?	To troubleshoot the range of possible causes, please check: <ul style="list-style-type: none"> <li>• Is your Wi-Fi activated?</li> <li>• Are all updates installed on your device?</li> <li>• Does your device support the current Wi-Fi standards?</li> </ul>
17	Why is the Internet sometimes slower than usual around noon and in the evening?	The network is subject to increased utilization during these times. This can result in websites loading more slowly than usual.
18	None of my devices are connected to the Wi-Fi anymore. What can I do?	Check if your fellow residents are also experiencing the same problem. If yes, please write to your facility manager at <a href="mailto:it-helpdesk@studentenwerk-os.de">it-helpdesk@studentenwerk-os.de</a> .
19	What will happen in the event of misuse of the network?	In the event of network misuse (e.g. file sharing, access of websites with illegal content), Osnabrück Student Services reserves the right to remove the connection from our network.

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