Challenger Institute – Guest Wireless BYOD – Frequently Asked Questions

1. What are the requirements for the Challenger Guest wireless networks?

2. When I try to login, my username and password does not work?

3. Do I need Proxy settings configured in my browser?

4. I'm a Staff member and I have connected to the STAFF wireless network. I want to login to VMware View, how do I do this?

5. I'm a Staff member and I have connected to the STAFF wireless network. I want to connect to Outlook Webmail how do I do this? What are the requirements for the Challenger Guest wireless network?

6. I’m trying to use a generic account to access the STUDENT wireless network but it won’t work?

What are the requirements for the Challenger Guest wireless networks?

For the STAFF network you must have a valid ADM domain login. For the STUDENT network you must have a valid EDU login. Your device wireless card must be "G" or "N" or “AC” capable. These standards are the newest, we do not support devices with "A" or "B" wireless cards. Devices with AC will work at N speeds currently.

To complete the connection to a Challenger Guest Wireless Network, you must login to the network via the webpage that automatically appears after you try to browse the Internet.

The supported operating systems are as follows: -

- Windows 7 32-bit / 64-bit
- Windows 8 64-bit
Apple OSX > 10.x
Apple iOS > 7.x (iPhone and iPad)
Android > 4.x

When I try to login, my username and password does not work?

Click on the ‘Password Reset Tool’ below the login button to complete self-service on your account. With the Password Reset Tool you can unlock your account or reset your password.

**Staff**: Please make sure you are typing your correct account username and password. If the problem persists contact the ICT helpdesk.

**Students**: If you cannot login with your StudentID and password your account may be locked out, contact your lecturer or the library to reset your password. Please note there is NO requirement for ADM\ or EDU\ on the guest wireless login pages.

Do I need Proxy settings configured in my browser?

Simple answer – No. The guest wireless networks are intuitive and automatically connect you to the Internet. *It just works.*

I'm a Staff member and I have connected to the STAFF wireless network. I want to login to VMware View, how do I do this?

**VMware Horizon View is only available for Staff**
Once you have connected by logging into the web page with your Staff login. Simply open the VMware Horizon View client and connect to 'view.challenger.wa.edu.au'. Within VMware Horizon View, you can access all the corporate applications from your personal device. If you do not have the Horizon View client installed, browse to https://view.challenger.wa.edu.au

I'm a Staff member and I have connected to the STAFF wireless network. I want to connect to Outlook Webmail how do I do this? What are the requirements for the Challenger Guest wireless network?
Outlook Webmail is only available for staff
Once you have connected by logging into the web page with your Staff login, browse to: https://mail.challenger.wa.edu.au/owa

I’m trying to use a generic account to access the STUDENT wireless network but it won’t work?

The only valid accounts to use the STUDENT guest wireless network are logins starting with 03. You must use your student login that begins with 03. This is for security reasons.