



Wireless Network for HQ Users

Frequently Asked Questions (FAQ)

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What is the Wireless Network?

The [Wireless Network for HQ Users](#) (also known as WiFi or Wireless Local Area Network), is a local area radio network that you can access from virtually anywhere in the HQ building. It permits you to access all resources normally available on the HQ wired network; including shared drives and NASA e-mail using Microsoft Outlook, without having to plug in any computer cables. Thus it is easy to move from meeting to meeting and still stay connected to e-mail, calendaring, and the Web.

The [Wireless Network for HQ Users](#) is available to employees and contractors who are using NASA-issued laptops. This network provides access to the HQ private network as well as the Internet. You log in (authenticate) the same way you log in to your computer. It is not necessary to use a SecurID token.

If you are visiting NASA HQ, or if you are an HQ user trying to access the Internet from your personal laptop while at HQ, you must use the [Guest Network](#). The Guest Network does not provide access to HQ internal resources such as Web-based applications and shared files.

Where is the Wireless Network available?

Available	Not Available
<ul style="list-style-type: none">• All Floors of the HQ Building• Staff Offices• MIC Rooms• PODs• Library• ViTS Center• Auditorium	<ul style="list-style-type: none">• Commercial Restaurants• Public Receiving Areas

How do I log in to the Wireless Network?

You log in with the same user name and password you use to log in to your computer. You do not need your SecurID token.

For most people, the most difficult part of logging into the Wireless Network is finding the wireless On/Off switch on their computer for the first time. Locations of this physical switch or button vary by computer make and model. You will find step-by-step [Login Instructions](#) on the [Wireless Network for HQ Users Web page](#).

Do I need to use a SecurID Token to log in?

No. You log in (authenticate) with the same user name and password you use to log in to your computer.

Can I print from the Wireless Network?

Yes, you can print to any HQ printers to which you normally have access.

Can I use my personal laptop on the Wireless Network?

No. For security reasons, only NASA-issued laptops are allowed on the Wireless Network for HQ Users. You may however, use your personal laptop on the [Wireless Guest Network](#). See the [Wireless Guest Network FAQ's](#) for more information.

Can I use my Pocket PC on the Wireless Network?

Pocket PC devices are not currently supported on the Wireless Network for HQ users. However, they can be configured to use the [Guest Network](#).

Can I access my network files from the Wireless Network?

Yes. You can access your network files located on the HQ network once you have logged into the [Wireless Network for Headquarters Users](#).

What if I'm using dual-monitor mode while docked?

There are no issues with using multiple monitors on a Macintosh or Windows 7 computers.

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What should I do if I get disconnected in the elevator?

You may sometimes get involuntarily disconnected in an elevator or climbing the stairs. If this happens, simply log in again.

When should I disconnect?

Disconnect when you no longer need access to the HQ private IT resources or the Internet, and/or when you expect to be away from your computer for more than 2 or 3 minutes.

Is training available?

Contact the Computer Training Center (CTC) to request desk-side assistance or training for your organization. Send an e-mail to <mailto:ctc@hq.nasa.gov> or call (202) 358-1111.

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

*This document is posted on the ITCD Web site at:
<http://itcd.hq.nasa.gov/faqs.html>*