

Troubleshooting internet issues

Try resolving the issue using the troubleshooting guide provided below. It might help you solve the issue quickly.

What kind of problem are you experiencing?

Network connection

Are you connected to the correct network?

Please check which Wi-Fi network you're using. You should be connected to "DTU SciencePark."

If you can't remember your password, please go to <https://network.dtusciencpark.dk> and click "Forgot Your Password." You'll then receive an email with your username and a new password.

How to connect network devices (e.g., network printers, lab equipment, servers)

Make sure the device is connected to the correct network. Devices that do not require a username or password should be connected to the SSID "DTU SciencePark Hosts."

If the device is not on this network, your company's network administrator needs to log in to the network portal at <https://network.dtusciencpark.dk/> and follow the guide for 'Add network devices' available here: <https://dtusciencpark.com/network-portal-user-guide/>

Once the device's MAC address has been registered in the network portal, it will gain access to your company's virtual network, where all your devices can communicate securely and privately with one another.

Note: Many printers have two MAC addresses; one for the local (LAN) connection and another for Wi-Fi. Ensure you use the Wi-Fi MAC address.

Have you been disconnected from the network 'DTU SciencePark'?

- Make sure your device (laptop, phone etc.) is connected to the network 'DTU SciencePark'.
- Click 'Connect' ('Opret forbindelse').
- Type your username / password for the network (details have been previously sent to your email).

Do you have an internet agreement with a provider other than DTU Science Park?

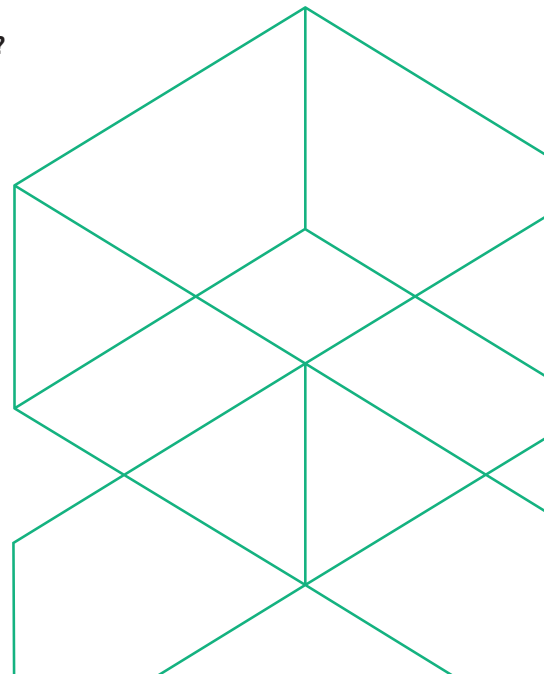
Please note that DTU Science Park only provides support for our network. If you have an agreement with another internet service provider, we kindly ask that you contact them directly for assistance.

Administrator and network portal

Have you forgotten your password / can't log in to the network portal?

Go to <https://network.dtusciencpark.dk> and click "Forgot Your Password." You'll then receive an email with your username and a new password.

Note: Your username is not your email address. You'll find your username in the email you receive.



Did you not receive an email with your network login details?

First, please check your spam or junk mail folder, the message may have ended up there.

If you still haven't received it, please check with your company's network administrator to confirm that you've been added as a user and that your email address is correct.

Please note that DTU Science Park can only create network administrators, not individual users. It's your administrator's responsibility to set up user accounts for your company's employees.

If your company doesn't have a network administrator, please contact us at the reception, and we'll be happy to register the person you designate as your administrator.

Please note: If the problem is caused by equipment or other factors inside your leased premises, the cost will be invoiced to you.

If the internet is still not working

If you have completed the troubleshooting steps above and the internet connection is still not working, please report the issue to **DTU Science Park via Dalux**.

To help us investigate the issue as quickly as possible, please include the following information in your Dalux report:

- Approximately how many users are affected?
- Which area(s), building(s), or location(s) are affected?
- Is the issue constant or intermittent? When did you last experience the issue?
- Which SSID (Wi-Fi network) are you connected to? See how in the box below.
- Does the issue also occur when using a wired connection, if you are able to test this?
- The output from **ipconfig /all** from an affected device. See how in the box below.
- Any relevant screenshots or additional information describing the issue.

Once the issue has been reported in Dalux, **DTU Science Park will review the information and forward the case to Atea for further investigation if necessary.**

How to find your SSID

1. Click the **Wi-Fi icon** in the Windows taskbar.
2. Your current Wi-Fi network will be shown as **Connected**.

How to run ipconfig /all

Please perform the following steps on a device affected by the issue:

1. Press **Windows key + R**.
2. Type **cmd** and press **Enter**.
3. Type **ipconfig /all** and press **Enter**.
4. A list of network information will appear.
5. Select and copy the information using **Ctrl + C**, and paste it into your Dalux report.

Providing this information helps DTU Science Park and Atea investigate and resolve network issues more efficiently.