1. Check your pre-requisites:

- You should have an active AUBnet account. If your account is not active, click here.
- If you are a new student, you should complete your course pre-registration procedure.
- You should have a supported Operating System:
  - For Laptops: Windows XP SP1 & SP2, Windows Vista, Windows 7, Windows 8, Windows 8.1, and Mac OSX 10.3.3 or higher (Other OS may work but they are not tested)
  - For Mobiles and Tablets: Android 4.0 or higher, iOS 2.0 or higher, Windows Mobile 5.0 or higher, Symbian OS 8 (For Nokia) and Windows 2003 CE
- Your device must have an operational wireless network card compliant with:
  - IEEE802.11b/g/n, IEEE802.1x, WPAv2 (WPAv1 is supported but strongly not recommended)

2. Subscribe and Configure Your AUB Wireless Connection:

- Connect to the AUBsubscription wireless network (1 in the figure)
- Open your browser and go to the link below: (Your browser might automatically redirect to the page)
  [https://aubsub.aub.edu.lb:5557/802.1x](https://aubsub.aub.edu.lb:5557/802.1x)
- Authenticate using your AUBnet user name and password.
- Read carefully AUB "Code of Conduct for Users of Computing Systems and Internet Services".
- Select the "I agree" option if you agree with AUB "Code of Conduct for Users of Computing Systems and Internet Services".
- Enter your AUB ID barcode OR birth date.
- Proceed with the guide to configure your device.
  **Note:** If this is the first time you do this, you need to wait for 20 minutes after finishing step 1 in the guide
- **When finished:** disconnect from AUBsubscription (1 in the above figure) and connect to AUBdot1x (2 in the above figure)
- Enter your username/password (if it doesn’t work, try putting “WIN2K\” before your username in the username field – Ex: WIN2K\abc00)
3. Support

If you are having problems with the configuration, please visit one of the nearest support desks for getting help. You can also contact us by email: it.helpdesk@aub.edu.lb

<table>
<thead>
<tr>
<th>Faculty</th>
<th>Location</th>
<th>Phone</th>
<th>Daily Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Students</td>
<td>Vandyck Hall, IT Helpdesk offices, basement floor</td>
<td>2260</td>
<td>8 am - 1 pm</td>
</tr>
<tr>
<td>All Students</td>
<td>Jafet Library – Ground Floor – Facing Lab</td>
<td>2627</td>
<td>11 am - 3 pm &amp; 5pm - 7pm</td>
</tr>
<tr>
<td>All Students</td>
<td>Vandyck Hall – Computer Lab</td>
<td>2241</td>
<td>7:15 am - 6:15 pm</td>
</tr>
<tr>
<td>FAS only</td>
<td>Nicely 109</td>
<td>3815</td>
<td>Summer 1 pm - 3pm</td>
</tr>
<tr>
<td>FAS only</td>
<td>Nicely 308</td>
<td>3815</td>
<td>Winter 3 pm – 5 pm</td>
</tr>
<tr>
<td>FHS only</td>
<td>Van Dyck – Room 209</td>
<td>4611</td>
<td>Summer: 1 pm – 3 pm</td>
</tr>
<tr>
<td>FEA only</td>
<td>Raymond Ghosn Building – Room 306.1</td>
<td>3435</td>
<td>Winter: 3 pm – 5 pm</td>
</tr>
<tr>
<td>OSB only</td>
<td>OSB – OSB Building Basement – IT Head End</td>
<td>3782</td>
<td>10 am – 1 pm</td>
</tr>
<tr>
<td>OSB only</td>
<td>OSB – OSB Building Basement – IT Head End</td>
<td>3941</td>
<td>5 pm – 8 pm</td>
</tr>
<tr>
<td>SON only</td>
<td>Hariri School of Nursing – Computer Lab</td>
<td>5978</td>
<td>8 am – 11 am</td>
</tr>
<tr>
<td>FAFS only</td>
<td>Agriculture Wing A, Dean's Office, IT Support Office</td>
<td>4425</td>
<td>10 am – 1 pm</td>
</tr>
</tbody>
</table>

**Important Notes:**
- IT Service Desk agents will only provide help with the configuration once students have tried to configure their devices themselves.
- IT Service Desk does not support personal devices except in configuration.
- Laptops are given higher priority over other types of devices in wireless configuration.
- Configuration for Phones and PDAs is done according to the manuals present online.

**Additional Tips:**
1. If you have **forgotten your AUBnet password**, you can reset it by going to one of the above offices. Make sure you have your AUB Student ID with you.
2. If you have **forgotten your AUBnet username**, you can look it up in the AUB Directory website (accessed from the computer labs) by searching for your name.

**Note:** AUBsis ID and pin code are different from your AUBnet username and password.