

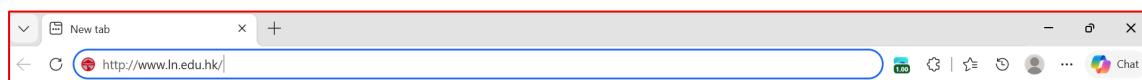
Wired Connection Quick-Fix Guide

This guide is designed for residents experiencing issues with the wired network (LAN) or the Captive Portal login page.

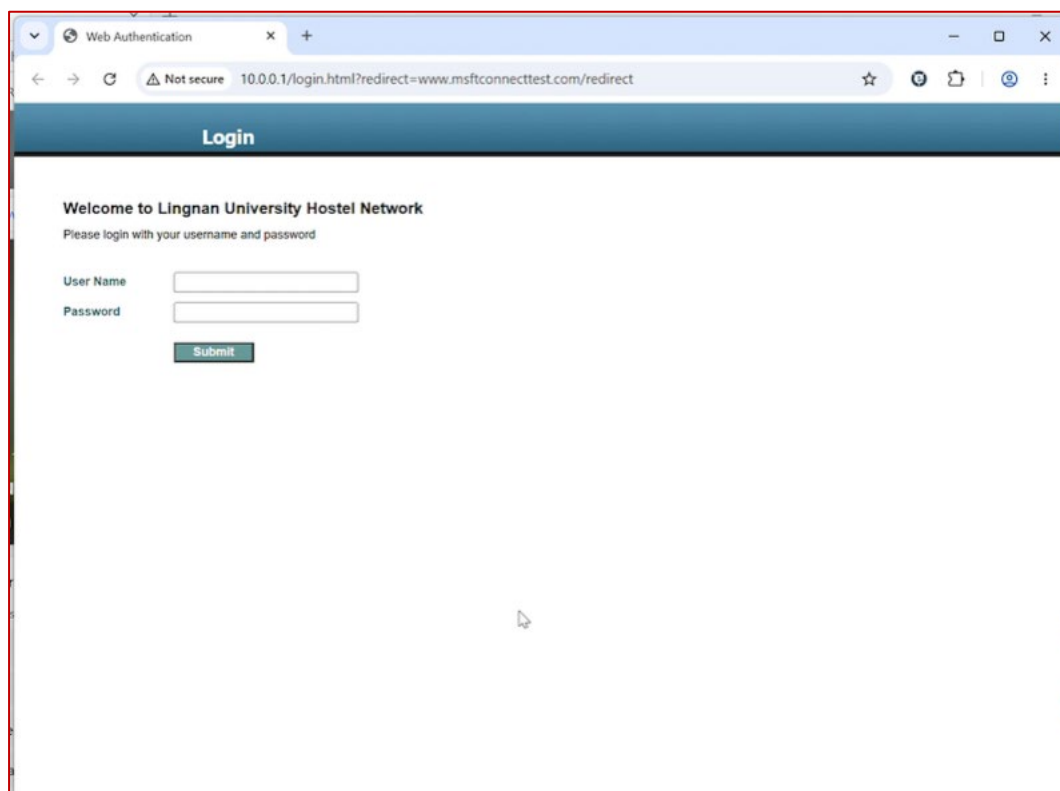
If you are unable to connect to the Internet via the LAN ports on the wall, please follow these methods:

1. Manually Trigger the Captive Portal

- If the login page does not pop up automatically, open your web browser (Chrome, Safari, or Edge) and type the following <http://www.ln.edu.hk/>

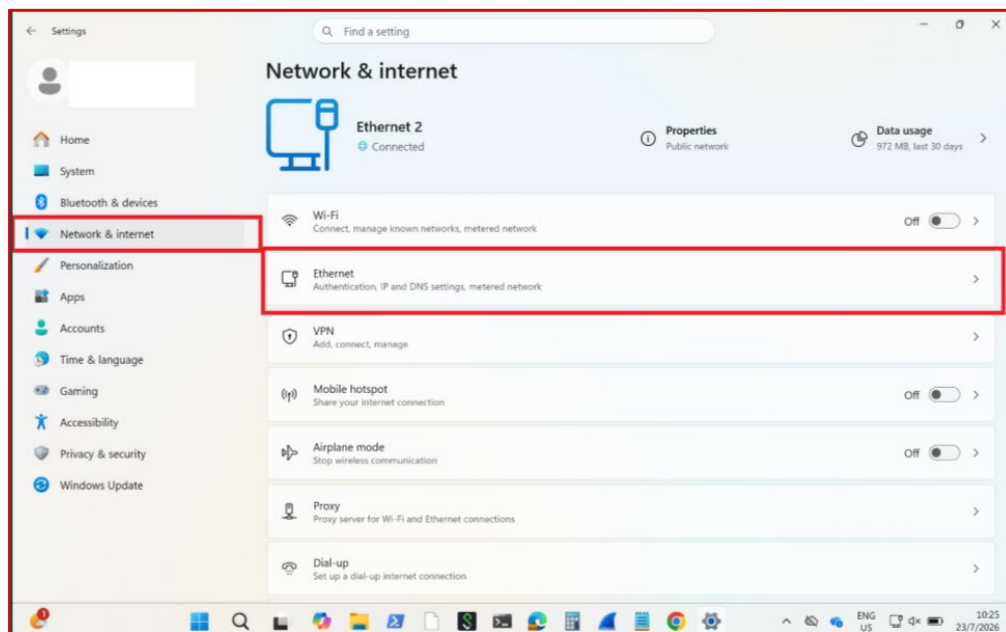
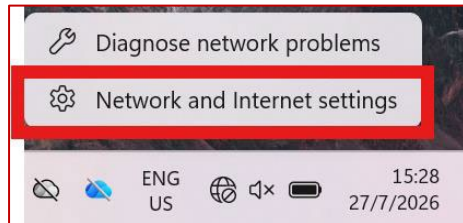


- This usually forces the University's Captive Portal login page to appear.

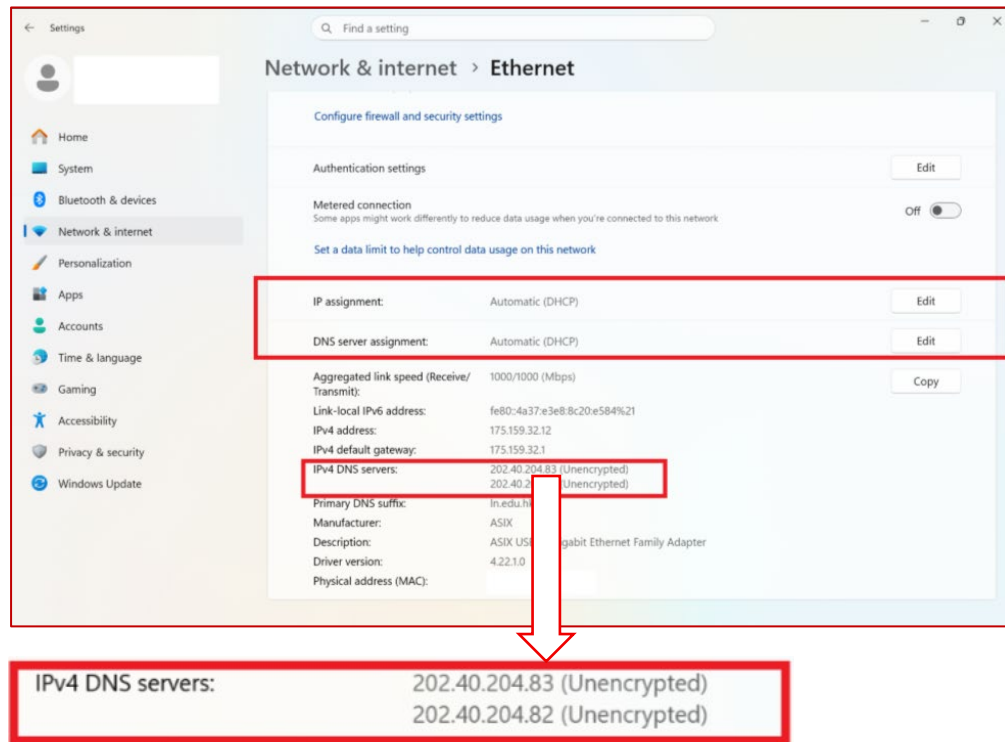


2. Check IP & DNS Settings

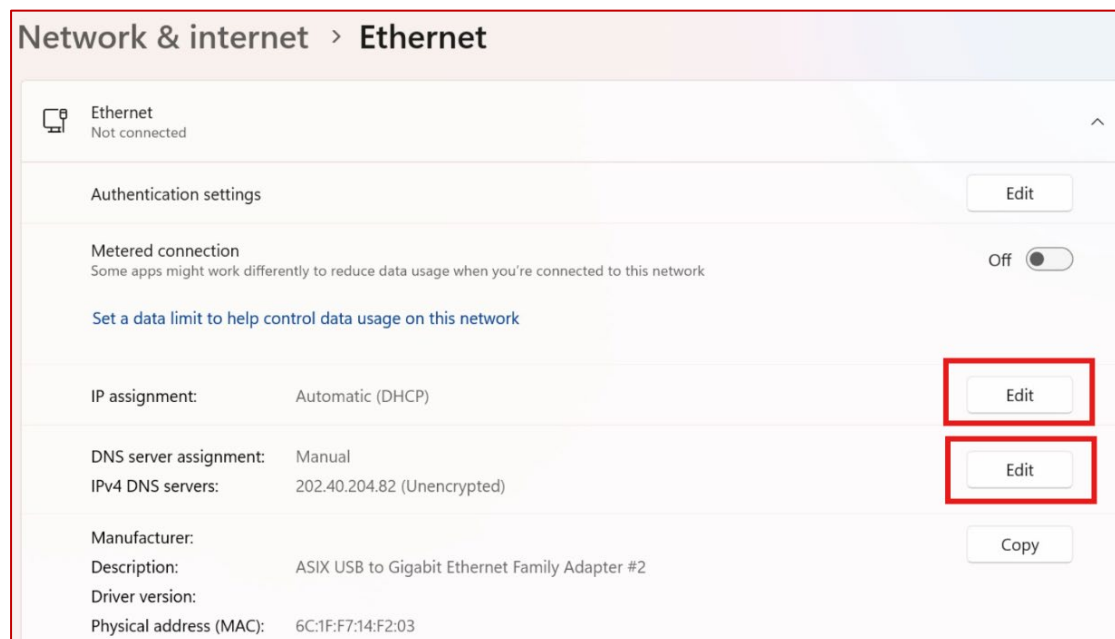
- **Windows:** Right-click the network icon  > "Network & Internet settings" > "Ethernet"



- Ensure your network settings are set to **"Obtain an IP address automatically (DHCP)"** and **"Obtain DNS server address automatically."** And ensure your DNS server address are using University DNS (202.40.204.82 and 202.40.204.83).



- If the IP and DNS assignments are not Automatic (DHCP), click **Edit** under the IP and DNS settings, and select **Automatic (DHCP)**.



Edit IP settings

Automatic (DHCP)

Manual

Save Cancel

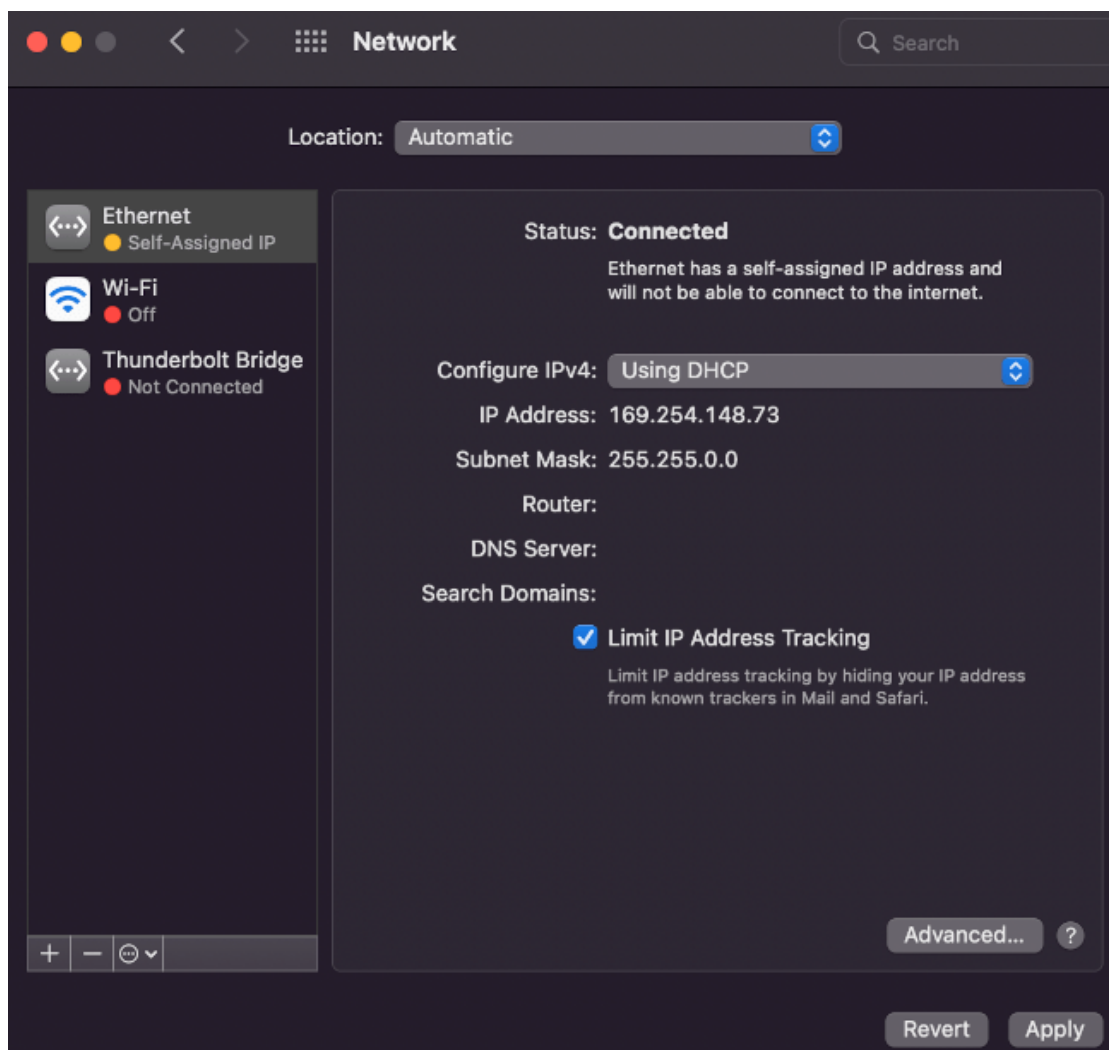
Edit DNS settings

Automatic (DHCP)

Manual

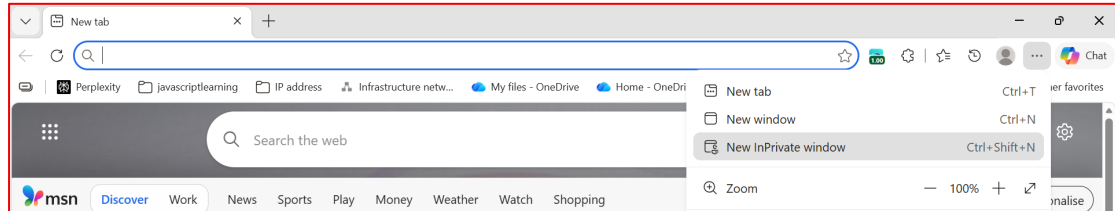
Save Cancel

- **Mac:** Go to System Settings > Network > Ethernet > Select “Using DHCP in Configure IPv4.



3. Clear Browser Cache

- Sometimes an old session prevents the login page from loading. Clear your browser's cache/cookies or try opening the browser in **Incognito/Private mode**.

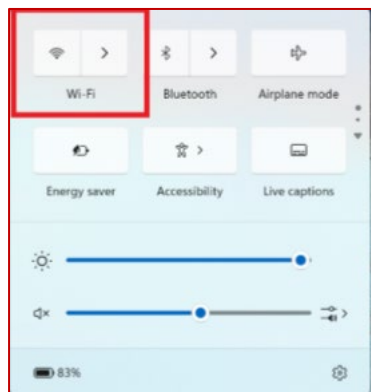


4. Check Physical Connectivity

- Ensure your LAN cable is securely plugged into both your device and the wall outlet.
- Check if the link light on your laptop's ethernet port (if available) is blinking.
- *Tip:* Try a different LAN cable to rule out a faulty wire.

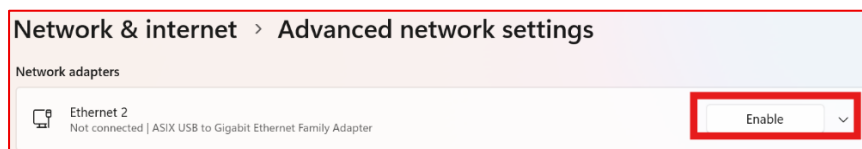
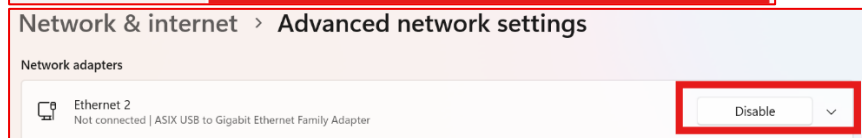
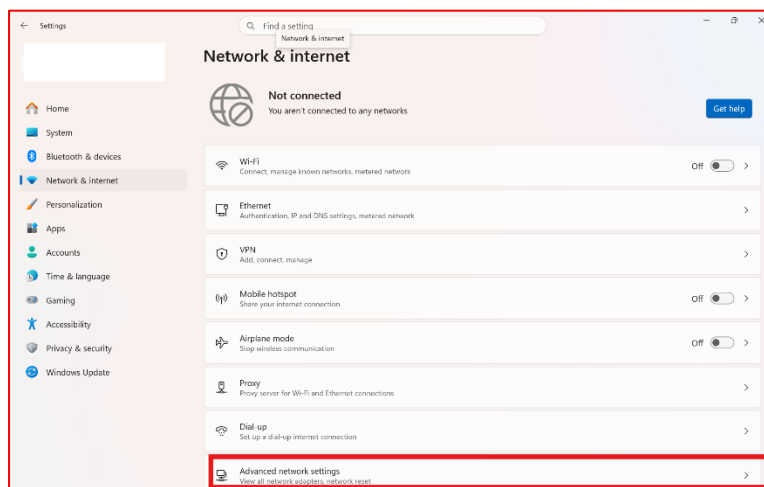
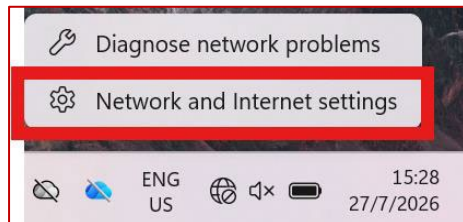
5. Disable Wi-Fi

- To ensure your device is using the wired connection, temporarily turn off your Wi-Fi. This prevents the device from "hunting" between two different signals.

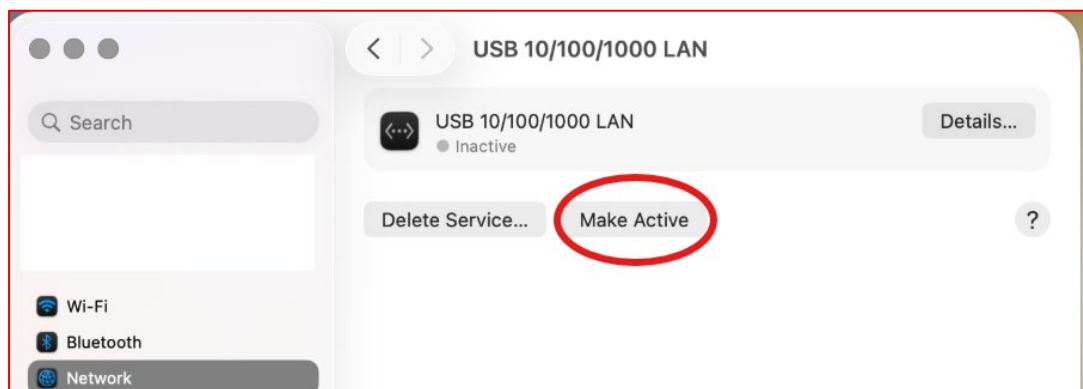
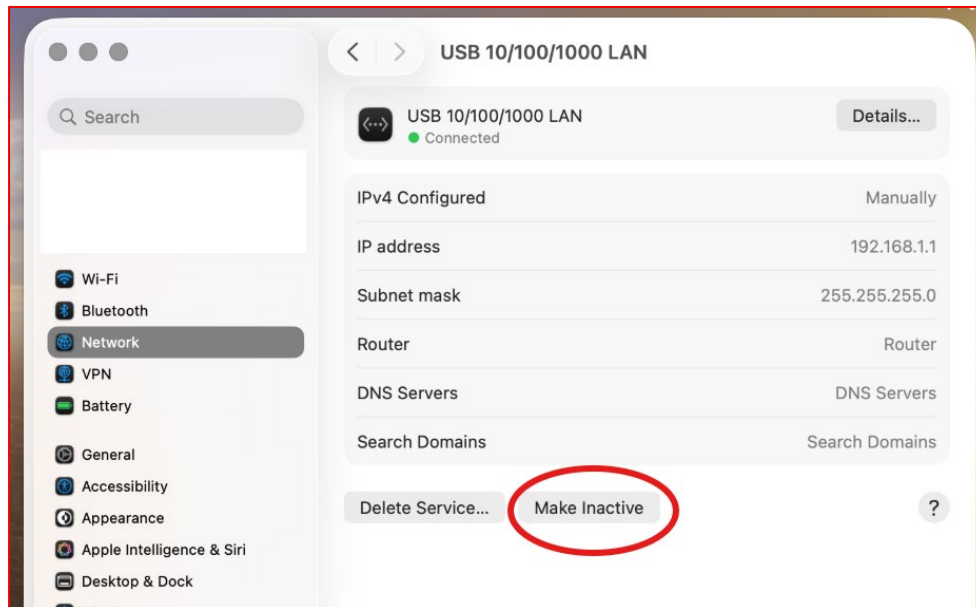


6. Restart the Network Adapter

- **Windows:** Right-click the network icon  > "Network & Internet settings" > "Advanced network Settings" > Find the 'Ethernet' adaptor and select 'Disable', then 'Enable'.



- **Mac:** Go to System Settings > Network > Ethernet > Make Inactive then Make Active.



7. Restart the Device

Still can't connect?

If these steps do not work, we need your data to help you! Please take a screenshot of any error message and contact the **ITSC Helpdesk** immediately with your **Hall and Room Number**.

ITSC Helpdesk:

- URL: <https://helpdesk.ln.edu.hk>
- Email: itsc@ln.edu.hk
- Tel: 2616 7995
- ITSC Service Counter: MB402, Patrick Lee Wan Keung Academic Building