

Network Guest Accounts

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For information related to this topic refer to:

- [Account Types](http://www.cmu.edu/computing/accounts/types/index.html) (<http://www.cmu.edu/computing/accounts/types/index.html>)
- [Account Entitlements](http://www.cmu.edu/computing/accounts/types/entitlements.html)
(<http://www.cmu.edu/computing/accounts/types/entitlements.html>)
- [Network Guest Accounts](http://www.cmu.edu/computing/accounts/types/visitors/network.html)
(<http://www.cmu.edu/computing/accounts/types/visitors/network.html>)

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Step 1: Confirm Account Type

A Network Guest account is an appropriate account to create for short term visitors to campus (e.g., individuals attending a conference, demonstration, seminar or meeting) whose only need is wired/wireless network access.

BEFORE CREATING A NETWORK GUEST ACCOUNT, consider which types of services your guest will require. If they will need access to additional computing resources, please see [About Andrew Accounts \(http://www.cmu.edu/computing/accounts/types/index.html\)](http://www.cmu.edu/computing/accounts/types/index.html) or the [Andrew Account Entitlements and Restrictions \(http://www.cmu.edu/computing/accounts/types/entitlements.html\)](http://www.cmu.edu/computing/accounts/types/entitlements.html) table for information on the different types of accounts, or contact the Help Center for assistance (412-268-4357 or [accounts@andrew.cmu.edu \(mailto:accounts@andrew.cmu.edu\)](mailto:accounts@andrew.cmu.edu)).

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Step 2: Understand Your Responsibilities as Account Administrator

As the administrator of a Network Guest Account, you are responsible for the secure distribution of account userID and password information. As the point of contact for our network guests, it is critical that you promote secure and responsible computing.

DO...	DON'T...
- use the comments field to note the associated event or conference. By coding this field, you can search for all accounts created for a particular purpose.	- send userID and/or password information via email.
- print the password report and individual confirmation pages at the end of the account creation process.	- leave password reports or individual confirmations containing userID and password information in a non-secure location.
- keep the password report and individual confirmation pages in a secure place.	
- urge guests to keep their userID and password information in a secure place and to comply with all university policies and guidelines as indicated on their confirmation page.	
- distribute a printed copy of the network registration instructions found in the Guest Networking [PDF] (http://www.cmu.edu/computing/doc/network/connect/index.html) document. Guests should be instructed to register their machine under the department supplying their network guest account.	
- delete network guest accounts that are not being used.	

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Step 3: Access the Network Guest Accounts Service

1. Launch a web browser (Internet Explore, Firefox, etc.) and visit the [Carnegie Mellon Web Portal \(https://my.cmu.edu/\)](https://my.cmu.edu/), select **Network Guest Accounts** from the **Computing** tab.

Note: If you have difficulties accessing the Network Guest Accounts portlet from the portal, you can access it directly at <https://mw.andrew.cmu.edu> (<https://mw.andrew.cmu.edu>).

Note: If you do not see a Network Guest Account tab, you need to request access to the service. To do so, send email to the Computing Services Help Center at accounts@andrew.cmu.edu (<mailto:accounts@andrew.cmu.edu>).



2. Do one of the following:
 - Click **Create** to create an account
 - Click **Search** to search for an existing account
 - Click the last name of a guest on the list to go directory to that account
1. From the Network Guest Accounts Home tab, select:
 - **My Guests:** to display a list of guest accounts that you own. This area also contains a link to the Password Reset tool used to change the password for a Network Guest account.
 - **Create Guests:** to create new guest accounts individually or from a batch list.
 - **Search:** to search for and view details for an account.
 - **Help:** to view this documentation page.

The screenshot shows the 'Network Guest Accounts' web application interface. At the top, there is a green header bar with the title 'Network Guest Accounts' on the left and the 'CarnegieMellon' logo on the right. Below the header is a navigation menu with buttons for 'Home', 'My Guests', 'Create Guests', 'Search', 'Help', and 'Logout'. The main content area is divided into four sections: 'My Guests', 'Create Guests', 'Search', and 'Help'. Each section contains a brief description of its function and a 'GO' button.

Network Guest Accounts CarnegieMellon

[Home](#) [My Guests](#) [Create Guests](#) [Search](#) [Help](#) [Logout](#)

My Guests
Display a list of "your" guest accounts. [GO](#)
Change network guest account password. [GO](#)

Create Guests
Create new guest accounts one at a time or in batches using a comma separated (csv) file. [GO](#)

Search
Search on name and or User ID to reveal a listing of all user accounts that match the search criteria, and then click on the last name to view details about and edit an account. [GO](#)

Help
Find FAQ's and who to contact for further assistance. [GO](#)

1. What entitlements do guest accounts have?
2. How do I create a guest account?
3. How can I create multiple accounts with a batch input file?

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Create a Single Account

Before you begin: This process requires that you have contact information about your guest such as their name, email address, and length of stay.

1. Select the **Create Guests** tab (or click Create from the Network Guests portlet) and complete the following fields under the **Single Account Creation** section.
 - **Name:** Enter the name of the person you are creating the account for. Do NOT include any punctuation.
 - **Email:** Enter an existing email address for your guest. Mail sent to the guest user account will be forwarded to this email address.
 - **Department:** This will prefill with your department based on your WebISO login.
 - **Comment:** Enter a comment or comment code to remind yourself of why you created the account. By coding this field, you can then search on a specific comment code to view all of the guests in attendance for a specific conference, seminar or meeting.

Expiration: Enter the date on which the account should expire (1 to 90 days).

Home My Guests **Create Guests** Search Help Logout

Single Account Creation

Create Andrew accounts for guests who need network access. Enter the appropriate information in the fields below and click "create" to create an account.
([Help](#) on other account types)

Name:
Last First Middle Suffix

Email:

Department: Communication & Design (Comp Services)

Comment:

Expiration: April 2 2007

Create Clear

Batch Account Creation

Browse for a csv file to upload ([Need Help?](#)) and then click Submit to process the file.
[Click here to download a sample csv file to be used as a template.](#)

File Name: Browse...

Submit

2. Click **Create** to create the account.

Note: The account creation process may take a few minutes to complete. Do not click Yes multiple times while waiting for the confirmation to display.

3. A confirmation page similar to the following displays. Click **Print Account Info**.
Note: Once you exit this page, you cannot view this password information again. If you misplace or fail to record the passwords, you must use the *Password Reset* tool to change the password for each network guest.

Create Guest Andrew Account:

Guest Account successfully created.
 Use the Print Account Info button at the bottom of this page to print a report of Network Guest account userID, password and usage/administrator guidelines. You may then distribute this information to your network guest. **You will NOT have the opportunity to print this information at a later time. If you fail to print the userID and password information, you will need to use the Password Reset tool to change the system generated account password.**

User ID:	mpr103
Password:	F^8cikef
Name:	Margaret P Root Ms
User's Email Address:	mroot@hotmail.com
Department:	Communication & Design (Comp Services)
Comment:	CDD
Expiration:	04/15/2007

Print Account Info Create Another Account Done

4. A separate window opens displaying the usage and administrator guidelines for a Network Guest account along with the name, userID and password for the account you created. Select your printer and click **Print** to print this information. You may distribute the individual guideline and account information page to your network guest.
5. After you print the account information close the display window and return to the primary Network Guests window. Click **Done** or **Create Another Account**.

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Create a Batch of Accounts

Before you begin: This process requires that you have contact information about your guest such as their name, email address, and length of stay.

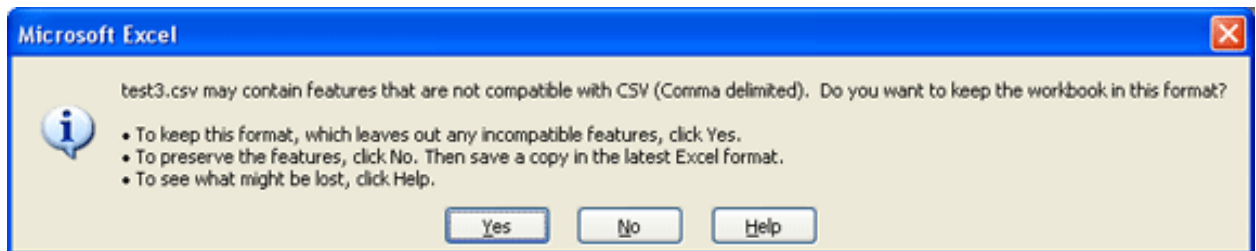
Batch Account Creation allows you to create a batch or group of Network Guest Accounts quickly. To use this feature, you must first create a comma separated (.csv) file that contains all of the account information for each Network Guest Account.

Using the .csv template

Download a sample .csv file to be used as a template.

(<http://www.cmu.edu/computing/doc/accounts/network-guests/sample-csv-file.csv>)

- The sample csv file provided above will open in Microsoft Excel. You may also choose to open the file using a text editor (e.g., Notepad).
- The first row of headers can be left in the file. The Network Guest interface will ignore the headers when you import the file.
- When you save a file as CSV (comma delimited *.csv) in Excel, you will receive the following warning. Click **Yes** to keep the csv format.



Rules for Creating a .csv file

- A .csv file can be created or modified using Excel or a simple text editor such as Notepad or Simple Text. After creating the file, use the Save As option and select CSV (comma delimited *.csv) file or save the file with the .csv file extension in your text editor.
- The file must be a comma separated (.csv) file.
- The file must contain the required fields in the following order:
 - Last name
 - First name
 - Middle name
 - Suffix
 - Email
 - Comment: We recommend that you enter a code for the specific event, conference or seminar. Coding the Comment field will allow you to search for all network guests attending a particular event.
 - Expiration: Enter the date that the account should expire in mm/dd/yyyy format. This date can be anywhere from 1 to 90 days from the current system date.
- The first row of the csv file may contain the field names as headings for the columns. These headings must be worded and in the exact order as noted above.

The program will recognize these as headings and begin to generate guest accounts for the second row. Following is an example of a csv file opened in Excel.

	A	B	C	D	E	F	G
1	Last name	First name	Middle name	Suffix	Email	Comment	Expiration
2	Smith	Mary	Kay	Ms	smithmk@hotmail.com	CSS	02/21/2007
3	Doe	John	B	Mr	jdoe@yahoo.com		02/21/2007
4	Jones	Bill	Bob		jones@adelphia.net	CSS	02/21/2007
5							
6							

- Each field must be separated by a comma. If you do not have data to populate one of the fields, you must have a comma separated place holder for that field.
Note: When you create the file in Excel and save it with a .csv extension, commas are automatically inserted where a cell was left empty.

In the example below, there is no content for the "comments" field for John B Doe. Likewise, there is no content for the "suffix" field for Bill Bob Jones. The comma acts as a placeholder for these fields.

```

test.csv - Notepad
File Edit Format View Help
Last name,First name,Middle name,Suffix,Email,Comment,Expiration
Smith,Mary,Kay,Ms,smithmk@hotmail.com,CSS, 02/21/2007
Doe,John,B,Mr,jdoe@yahoo.com,, 02/21/2007
Jones,Bill,Bob,,jones@adelphia.net,CSS, 02/21/2007

```

- Do not include the Department. This is automatically completed based on your WebISO log in.

Import the .csv file to create accounts

1. Select the **Create Guests** tab (or click Create from the Network Guests portlet).
2. Scroll down to the **Batch Account Creation** section and enter a file name to upload or click **Browse** to locate the file.

Batch Account Creation

Browse for a csv file to upload ([Need Help?](#)) and then click Submit to process the file.
[Click here to download a sample csv file to be used as a template.](#)

File Name:

3. Click **Submit**.
4. A confirmation page displays listing the user information for each guest. Click **Yes** if you want to create these accounts or click **No** to make corrections or cancel.
Note: Depending on the number of accounts you are creating, the account creation process may take several minutes to complete. Do not click Yes multiple times while waiting for the confirmation to display.

Batch Account Creation

Do you want to create these accounts? Click on "Yes" to begin account creation or "No" to make corrections or cancel.

Row	Last Name	First Name	Middle Name	Suffix	Email	Comment	Expiration
1	Gonchar	Sergei		Mr	sgonchar@yahoo.com	Pens	5/1/2007
2	Staahl	Jordan		Mr	jstaahl	Pens	5/1/2007
3	Crosby	Sidney		Mr	scrosby	Pens	5/1/2007

5. If you clicked Yes to create the accounts, a confirmation page will display along with the system-generated userID and password for each account. Click **Print Account Info**.

Note: Once you exit this page, you cannot view this password information again. If you misplace or fail to record the passwords, you must use the Password Reset tool to change the password for each network guest (see the [Reset Password](#) page).

Guest Account(s) successfully created.

Use the Print Account Info button at the bottom of this page to print a report of Network Guest account userIDs, passwords and usage/administrator guidelines. You may then distribute this information to your network guest(s). **You will NOT have the opportunity to print this information at a later time. If you fail to print the userID and password information, you will need to use the Password Reset tool to change the system generated account passwords.**

Errors	User ID	Initial Password	Last Name	First Name	Middle Name	Suffix	Email	Comment	Expiration
	sg246	I,3juxat	Gonchar	Sergei		Mr	sgonchar@yahoo.com	Pens	05/01/2007
	js393	F)3xayac	Staahl	Jordan		Mr	jstaahl	Pens	05/01/2007
	sc866	L,1favoh	Crosby	Sidney		Mr	scrosby	Pens	05/01/2007

6. A separate window opens displaying the usage and administrator guidelines for a Network Guest account along with the names, userIDs and passwords for the accounts you created. Select your printer and click **Print** to print this information. You may distribute the individual guideline and account information pages to each of your network guests. Retain the list and administrator guidelines for your records.
7. After you successfully print the account information, click **Done** or **Create Another Account**.

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View, Modify and Delete Network Guest Accounts

Use the **My Guests** tab to view, modify or delete a guest account(s).

View Your Network Guest Accounts

Select the **My Guests** tab (or click My Guests from the Home page). A list of the guest accounts you have created displays.

The screenshot shows a web interface with a navigation bar at the top containing buttons for 'Home', 'My Guests', 'Create Guests', 'Search', 'Help', and 'Logout'. Below the navigation bar is a 'Welcome' section with instructions: 'Edit the details of your guest by clicking on the last name and delete specific or all guests you've created directly from this page. Click the "Next" and "Previous" link to page through all of your guest accounts.' Below this is a table with the following data:

<input type="checkbox"/>	Last Name	First Name	Andrew User ID	Expiration Date	Email	Comment
<input type="checkbox"/>	Smith	Sue	ss772	12/06/2006	smiths@hotmail.com	Access for beta review

Below the table is a green button labeled 'Delete selected'.

Modify an Account

1. Select the **My Guests** tab. A list of the guest accounts you have created displays.
2. Click the **Last Name** link for the account (or, click the last name of the guest account you need to modify from the Network Guests portlet).
3. From the View Guest Details page, click **Edit Guest** to modify the account information. See [Single Account Creation](#) for a detailed description of the guest account detail.

Edit Guest Details

Click on Update Guest to save changes

Name:
First Last Middle Suffix

Andrew ID: mpr103

Email:

Department: Communication & Design (Comp Services)

Comment:

Expiration:

4. When you are finished making changes to the account, click **Update Guest** to save your changes.

Delete an Account

Network Guest Accounts can be deleted from the My Guests tab in one of two ways.

Note: After deleting an account, a confirmation message displays verifying the number of accounts that were successfully deleted. However, your guests may still appear in the list while the database is refreshed.

- Click (check) the box to the left of the account name(s) and then click **Delete selected**.

Note: Click the box next to the Last Name heading to select ALL of the guests in the list.

Welcome

Edit the details of your guest by clicking on the last name and delete specific or all guests you've created directly from this page. Click the "Next" and "Previous" link to page through all of your guest accounts.

<input type="checkbox"/>	Last Name	First Name	Andrew User ID	Expiration Date	Email	Comment
<input checked="" type="checkbox"/>	Smith	John	tbt162	02/06/2007	smith@yahoo.com	

OR

- Click the Last Name link for the account. From the View Guest Details page, click **Delete Guests**.

View Guest Details

Click on Edit Guest to make changes

Name: John D Smith
Andrew ID: tbt162
Email: smith@yahoo.com
Department: Communication & Design (Comp Services)
Expiration: 02/06/2007
Comment:

[Back to My Guests](#)

Last Updated: 04/17/07

Reset Password

As an administrator, you can change the password for a Network Guest Account that you created. You will need the userID for the account. If you guest does not remember their userID, you can look it up for them using the My Guests tab of the Network Guests service.

1. From the **My Guests** area of the **Home** tab, select the "Change network guest account password" option.
OR
From the Password Reset tool at <https://webiso.andrew.cmu.edu/passr/>
2. The Password Reset page displays. To change the password for a Network Guest account, use the Reset Guest Password area of the Password Reset page.

Reset A Guest Password

If you are the administrator of a guest account, you can reset your guest's password by entering the guest's Andrew user ID here.

Andrew user ID to be reset:	<input style="width: 90%;" type="text"/>	<input style="width: 80%;" type="button" value="Continue..."/>
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If you are not already authenticated to the WebISO Pubcookie system, when you press **Continue** you will first be taken to the WebISO authentication page. Enter **your** Andrew ID and password on that page to authenticate yourself as the administrator of the guest account you entered here.

3. Enter the **Andrew userID** assigned to the Network Guest account for which you need to reset the password. If the guest does not recall their userID, you can look it up on the My Guests tab of the Network Guests service.
4. Click **Continue**. If you are not already authenticated with WebISO, you will be prompted to do so.
5. Once you are identified as the administrator for the guest account, you will be prompted to change the password. Type the new password and then type it again in the confirmation field. Click **Change Password as Admin** when you are finished.

New Password

You are the Administrator of this account, and you have used WebISO Pubcookie to identify yourself. Fill in the new password for ad1x below and submit the form.

Set new ad1x password	
New Password	<input type="text"/>
Confirm new password	<input type="text"/>

6. A confirmation page displays and a mail message is sent to the guest instructing them that their password was reset by the administrator.

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Search for Guest Accounts

1. Select the **Search** tab (or click Search from the Network Guests portlet) and complete the following fields to search for a guest account that you created.
 - Last name
 - First name
 - User's ID
 - Comment

Note: Search Guests is NOT case sensitive. Search for a full name or ID or use an asterisk (*) to search for partial names/IDs.
2. Click **Search**. The search results page displays the appropriate list of guest accounts. You may either click on the last name link to open the account detail; or select accounts you wish to delete and click **Delete Selected**.

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