

HKBN Wi-Fi Service User Guide

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Section 1 Required Device

You can use HKBN Wi-Fi with devices supporting Wi-Fi and web browsing functions. Examples are laptops, smart phones, tablets, (e.g. iPad), iPod touch, etc. For details, please refer to the user guide of the device.

Section 2 Login Procedures and Auto Login Settings

Step 2.1 Select HKBN Wi-Fi Network (SSID)

- a. Computer (e.g. Windows)

Select 'Networks' icon at the lower right corner of your screen and select network (SSID) **HKBN Wi-Fi** from 'Wireless Network Connection' and then click 'Connect'.

- b. Mobile (e.g. iPhone) or tablet



Select 'Wi-Fi Networks' from 'Settings' and activate Wi-Fi. Select network (SSID) **HKBN Wi-Fi** from 'Wi-Fi Networks'.



For details on connecting Wi-Fi network, please refer to the user guide of the device.

Step 2.2 Login

Open web browser and connect to any website, the page will be redirected to HKBN Wi-Fi login page. Enter your 'Username' and 'Password' on the login page, select 'Customer Type' and then click 'Login'. (System has selected 'Set Auto Login' as default)

中文

Welcome to HKBN Wi-Fi Service

Username: @ Select Customer Type

Password:

Default password is your HKID card no.
Please do not include the digit in the bracket (e.g. a123456)

[Forget username/password \(For Residential customers only\)](#)

Set Auto Login* (Recommended)

Login

*After selecting Auto Login, the login procedure will be processed automatically whenever the same device is connected to HKBN Wi-Fi network.

FAQ

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Residential 24-hr Customer Service: 3567 7777
Enterprise Solutions Customer Service: 128 180

Step 2.3 Set Auto Login

Set a name for your Wi-Fi device, and then select 'Complete'.

Setting of 4 Wi-Fi devices

**Set Auto-login Function**

With the same login name and password, you can enjoy auto-login to HKBN Wi-Fi via a maximum of 4 Wi-Fi device(s) simultaneously. You are not required to enter your login name and password upon your next entry.

Please set a name for your Wi-Fi device(s), e.g. My PC

Name of device	Wi-Fi MAC Address	
My Phone	74:e5:0b:db:99:46	

Cancel

Complete

Setting of 1 Wi-Fi device

**Set Auto-login Function**

With the same login name and password, you can enjoy auto-login to HKBN Wi-Fi via a maximum of 1 Wi-Fi device(s) simultaneously. You are not required to enter your login name and password upon your next entry.

Please set a name for your Wi-Fi device(s), e.g. My PC

Name of device	Wi-Fi MAC Address	
My Phone	74:e5:0b:db:99:46	

Cancel

Complete

If you want to set auto login for more devices, you have to remove one of the devices before adding the new device, and then select 'Complete'.

Example: 4 devices auto login setup page



中文

Set Auto-login Function

With the same login name and password, you can enjoy auto-login to HKBN Wi-Fi via a maximum of 4 Wi-Fi device(s) simultaneously. You are not required to enter your login name and password upon your next entry.

You can change / remove your device(s).

If you wish to set auto-login for the 5th Wi-Fi device, please remove one of the following device(s).

Name of device	Wi-Fi MAC Address		
My Phone	75:56:43:53:43:54	Change	Remove
iPad	45:76:76:13:45:74	Change	Remove
iPhone	48:78:43:51:34:12	Change	Remove
Notebook	78:94:53:41:35:32	Change	Remove

Cancel

Complete

Customers with '1 device Wi-Fi plan' can also manage their auto login device via the above page.

Step 2.4 Setting Completion

Select 'Complete' to enjoy HKBN Wi-Fi service.

Setting completion page of 4 Wi-Fi devices

Setting completion page of 1 Wi-Fi device



Set Auto-login Function

✔ Setting of auto-login has been completed.

You can auto-login to HKBN Wi-Fi with the following device(s):

Name of device
My Phone
iPad
iPhone
Notebook

Auto-login Tips:

- Please ensure Wi-Fi is always switched on
- Select Wi-Fi network (SSID) "HKBN Wi-Fi"
- At some hotspot locations, internet browser must be opened in order to connect to the internet

Back

Complete



Set Auto-login Function

✔ Setting of auto-login has been completed.

You can auto-login to HKBN Wi-Fi with the following device(s):

Name of device
My Phone

Auto-login Tips:

- Please ensure Wi-Fi is always switched on
- Select Wi-Fi network (SSID) "HKBN Wi-Fi"
- At some hotspot locations, internet browser must be opened in order to connect to the internet

Back

Complete

When using the same device to activate Wi-Fi at HKBN Wi-Fi hotspots again, please select network (SSID) 'HKBN Wi-Fi' and your device will be connected to Wi-Fi automatically. You may need to open browser and enter any URL in order to get connected at some hotspots. (For Universities and Institutions, please select network (SSID) 'Y5ZONE' to login.)



Welcome to Y5ZONE Wi-Fi Service

中文

WI-FI LOGIN

Y5ZONE

-- Local Providers --

Operator1

HKBN

Operator2

Remember me [Forget Password?](#)

LOGIN

Wi-Fi Service | Y5Easy Auto-Login | SMS Wi-Fi | FAQ | Hotspot Finder

At Y5ZONE login page, select 'HKBN' as operator and you will be automatically directed to HKBN Wi-Fi login page.

Section 3 Forget Username / Password

Step 3.1 Forget Username / Password

If you forget your username or password, please click 'Forget username / password (For residential customers only)' at the login page to reset.

香港寬頻
HONG KONG
BROADBAND NETWORK

HKBN
Wi-Fi

中文

Welcome to HKBN Wi-Fi Service

Username: @

Password:

Default password is your HKID card no.
Please do not include the digit in the bracket (e.g. a123456)

[Forget username/password \(For Residential customers only\)](#)

Set Auto Login* (Recommended)

Login

*After selecting Auto Login, the login procedure will be processed automatically whenever the same device is connected to HKBN Wi-Fi network.

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Remarks: You can also retrieve your HKBN Wi-Fi username or reset password via hkbn.net/wfadmin/en.

Step 3.2 Customer Information Verification

Enter HKID card number, e.g. a123456, and one of the following options: correspondence email / telephone number (home) / telephone number (mobile), and input the verification code shown, then select 'Confirm'. The entered information must be consistent with our company records.



香港寬頻
HONG KONG
BROADBAND NETWORK

HKBN Wi-Fi

[Forget username / password](#)

Please enter the following account information (it should match with our company records)

HKID Card No.:
e.g.:a123456

and (one of the following options)

Correspondence Email:

Verification Code:  [Change](#)

Step 3.3 Showing HKBN Wi-Fi Username and 'Reset Password'

Upon verification of customer information, all HKBN Wi-Fi accounts will be shown on the page. If you wish to reset password, please click 'Reset password' for corresponding username. If you do not wish to reset your password, please select 'click here' to return to the login page.

[Forget username / password](#)

You have 1 HKBN Wi-Fi account(s).

If you wish to reset your password, please click "Reset password" for corresponding username.

After the reset, the reset password will be sent to your registered mobile number 9123 9123 via SMS.

Example@hkbn.net

Important Note: Your password of above email at "My Account" will also be reset upon above password reset.

If you do not wish to reset your password, please [click here](#) to return to the login page. If you wish to reset your registered mobile number, please contact us via below customer service hotline(s).

Step 3.4 Successful Password Reset

Upon password reset, click 'Back to login page' to return.

Forget username / password

Corresponding password for the username example@hkbn.net has been reset and will be sent to your registered mobile number 9123 9123 via SMS soon.

Back to login page

You will receive an SMS with the updated password soon.

HKBN: HKBN Wi-Fi Username:
c*****@hkbn.net Password:
CHqSq4. Select Wi-Fi network
(SSID) "HKBN Wi-Fi" under your
device settings and login through
browser. Visit hkbn.net/wfhs/en
for hotspot search. Enquiry
[35677777](tel:35677777)

Step 3.5 Login to get online

After clicking 'Back to login page', your username and customer type will be saved & shown automatically. You only need to enter the password from the SMS and click 'Login' to get online with HKBN Wi-Fi.



中文

Welcome to HKBN Wi-Fi Service

Username: @

Password:

Default password is your HKID card no.
Please do not include the digit in the bracket (e.g. a123456)

[Forget username/password \(For Residential customers only\)](#)

Set Auto Login* (Recommended)

Login

*After selecting Auto Login, the login procedure will be processed automatically whenever the same device is connected to HKBN Wi-Fi network.

Section 4 Manage Your Auto Login Setting at HKBN Website

Step 4.1 Manage Your Auto Login Setting

Go to HKBN website hkbn.net, click 'Residential', 'HKBN Wi-Fi' and then 'Manage Your Auto Login Setting' (or directly input URL hkbn.net/wfadmin/en).



Step 4.2 Login

Enter 'Username' & 'Password' on 'Auto Login Setting' page, select 'Customer Type' and then click 'Login'. If you forget your username or password, please click 'Forget username/password (For residential customers only)'.



中文

Set Auto Login Function

Username: @

Password:

Default password is your HKID card no.
Please do not include the digit in the bracket (e.g. a123456)

[Forget username / password \(For Residential customers only\)](#)

Login

Step 4.3 Add, Change or Delete Devices

The system will automatically display the auto login device(s). You can change the name or MAC address of your device(s), and delete or add any device(s). System will record the MAC address to allow the same device to login automatically.

Setting of 4 Wi-Fi devices



中文

Set Auto-login Function

With the same login name and password, you can enjoy auto-login to HKBN Wi-Fi via a maximum of 4 Wi-Fi device(s) simultaneously. You are not required to enter your login name and password upon your next entry.

You can change / remove / add your device(s).

Name of device	Wi-Fi MAC Address	
My Phone	75:56:43:53:43:54	Change Remove
iPhone	48:78:43:51:34:12	Change Remove
<input type="text" value="Notebook"/>	<input type="text" value="78 - 94 - 53 - 41 - 35 - 32"/>	Change Remove
		Add

Cancel

Complete

Setting page of 1 Wi-Fi device



中文

Set Auto-login Function

With the same login name and password, you can enjoy auto-login to HKBN Wi-Fi via a maximum of **1** Wi-Fi device(s) simultaneously. You are not required to enter your login name and password upon your next entry.

You can change / remove your device(s).

If you wish to set auto-login for the 2nd Wi-Fi device, please remove one of the following device(s).

Name of device	Wi-Fi MAC Address	
My Phone	75:56:43:53:43:54	Change Remove

Cancel

Complete

Step 4.4

Setting Completion

Select 'Complete' and the setting is completed.

Setting of 4 Wi-Fi devices



Set Auto-login Function

✔ Setting of auto-login has been completed.

You can auto-login to HKBN Wi-Fi with the following device(s):

Name of device
My Phone
iPad
iPhone
Notebook

Auto-login Tips:

- Please ensure Wi-Fi is always switched on
- Select Wi-Fi network (SSID) "HKBN Wi-Fi"
- At some hotspot locations, internet browser must be opened in order to connect to the internet

Back

Complete

Setting of 1 Wi-Fi device



Set Auto-login Function

✔ Setting of auto-login has been completed.

You can auto-login to HKBN Wi-Fi with the following device(s):

Name of device
My Phone

Auto-login Tips:

- Please ensure Wi-Fi is always switched on
- Select Wi-Fi network (SSID) "HKBN Wi-Fi"
- At some hotspot locations, internet browser must be opened in order to connect to the internet

Back

Complete

Step 4.5

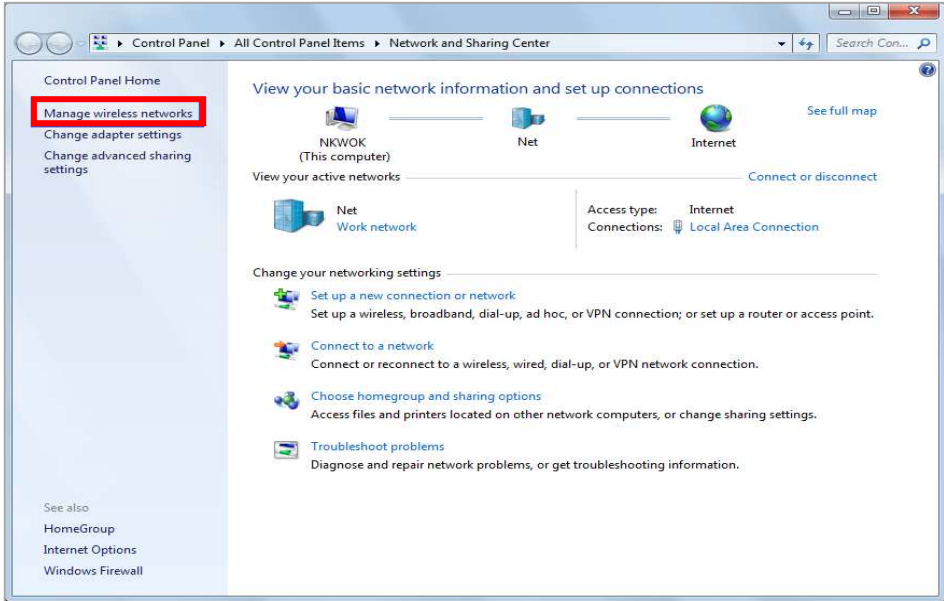
Auto-login at HKBN Wi-Fi Hotspots

Upon completion of the auto login setup, when using the same device to activate Wi-Fi at HKBN Wi-Fi hotspots again, please select network (SSID) 'HKBN Wi-Fi' and your device will be connected to Wi-Fi automatically. You may need to open browser and enter any URL in order to get connected at some hotspots.

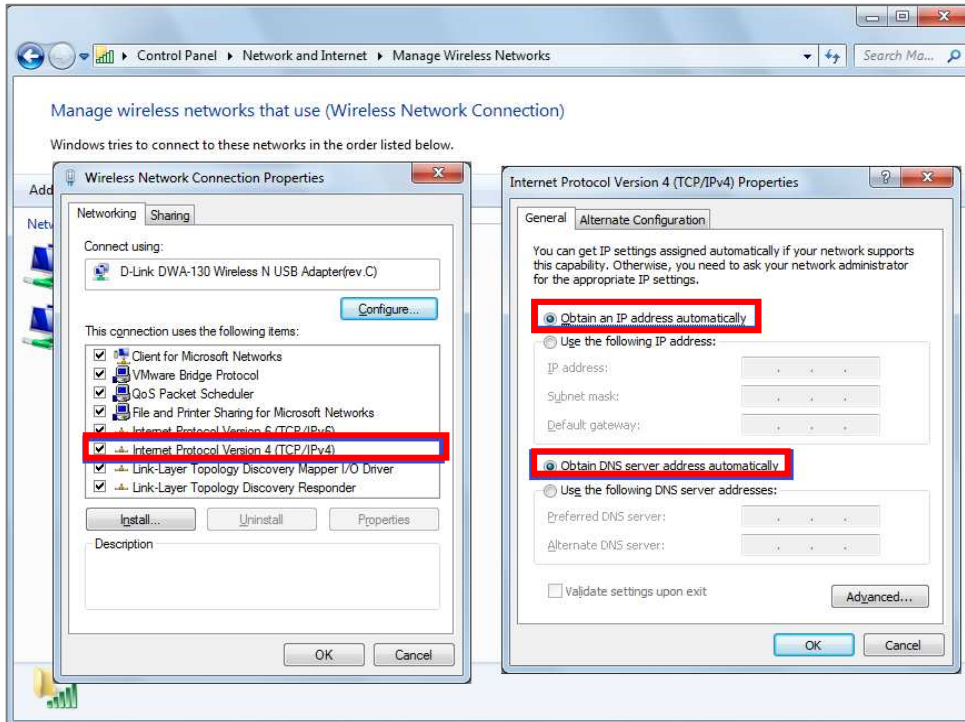
(For Universities and Institutions, please select network (SSID) 'Y5ZONE' to login.)

Section 5 Technical Support

If you cannot use HKBN Wi-Fi service, please try the following procedures to examine Wi-Fi status or device settings. Please begin with Step 5.1 until the problem is resolved.

Step 5.1	Examine whether the Wi-Fi function is enabled on your device (For details, please refer to the user guide of such device).
Step 5.2	Examine whether the network (SSID) HKBN Wi-Fi has been successfully connected (Please make sure you are within the hotspot coverage area of HKBN Wi-Fi, otherwise HKBN Wi-Fi network cannot be detected).
Step 5.3	Examine whether you can login to 'HKBN Wi-Fi' successfully. Please open web browser and connect to any website as the page will be redirected to HKBN Wi-Fi landing page automatically. You will login to HKBN Wi-Fi after you have entered all the information. For details, please refer to Step 2.2.
Step 5.4	Please restart your device if necessary.
Step 5.5	<p>(The following are only applicable to Windows or Mac)</p> <p>a. Computer (Windows)</p> <p>Examine whether it is set to obtain an IP address and DNS server address automatically.</p> <p>Set to obtain an IP address and DNS server address automatically</p> <p>Select 'Network and Sharing Center' in Control Panel, then open 'Manage wireless networks'.</p>  <p>The screenshot shows the Windows Control Panel window for 'Network and Sharing Center'. The left-hand navigation pane has a red box around the 'Manage wireless networks' link. The main content area shows network status for 'NKWOK (This computer)', including active networks (Net, Work network) and options to change networking settings like 'Set up a new connection or network', 'Connect to a network', 'Choose homegroup and sharing options', and 'Troubleshoot problems'.</p>

Open 'Internet Protocol Version 4' from 'Manage Wireless Networks' and click 'Properties'.
Select 'Obtain an IP address automatically' and 'Obtain DNS server address automatically', then click 'OK'.

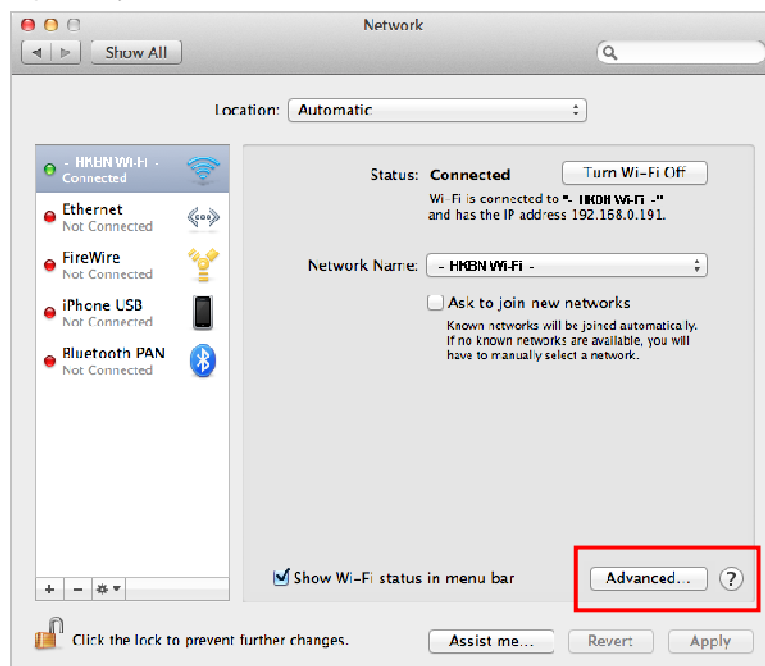


b. Computer (Mac)

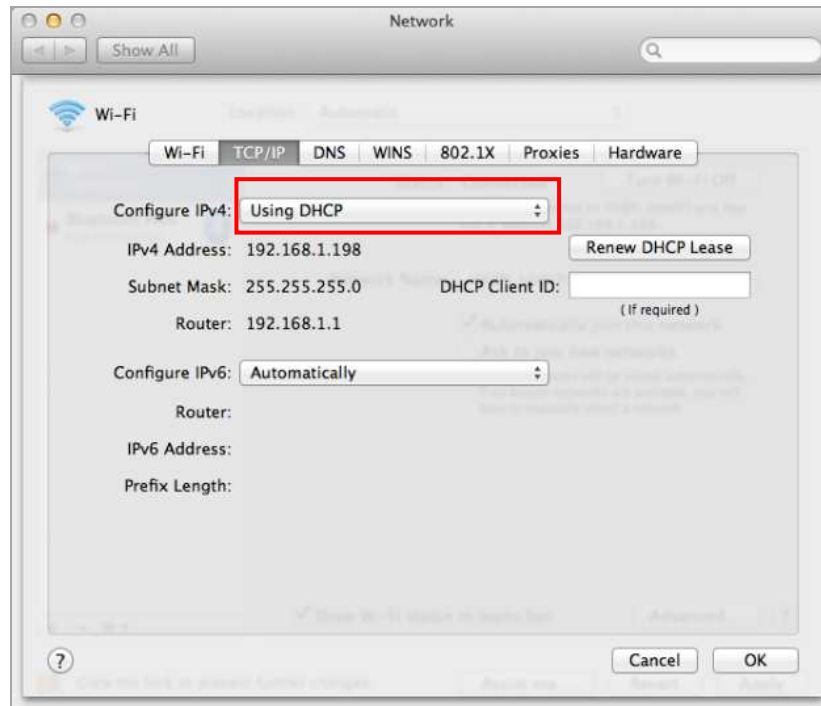
Examine whether it is set to obtain an IP address and DNS server address automatically.

Details are as follows:

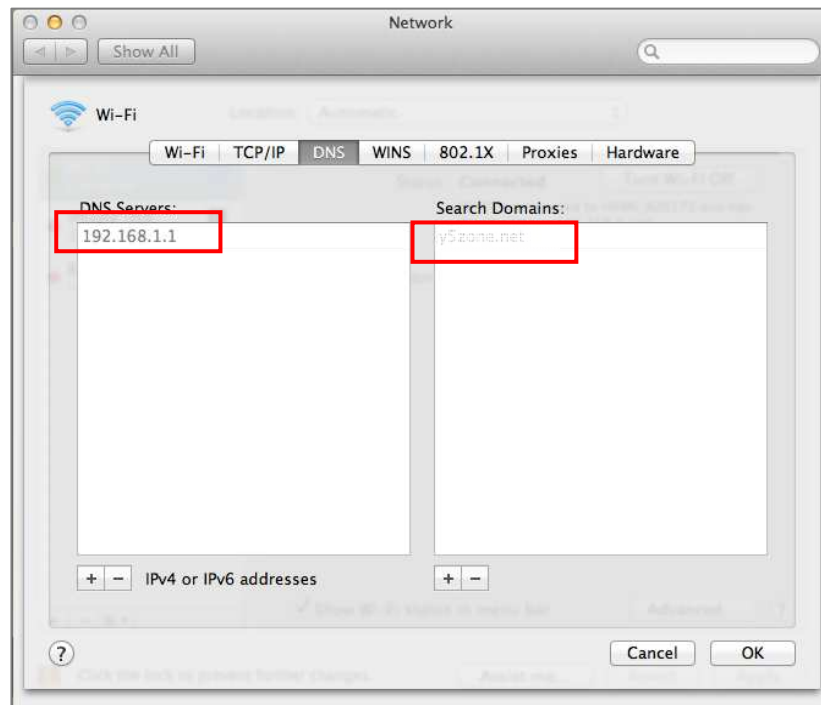
Open 'System Preferences', select 'Network', then 'Wi-Fi'.



Click 'Advanced' and select 'Using DHCP' from 'TCP/IP' in the settings.



Select 'DNS' and check if 'DNS Server' and 'Search Domain' have been applied.



Step 5.6 After attempting the methods above, if you are still unable to use HKBN Wi-Fi service, please contact our technical support team at 3567 7777.