"LGN_Wi_Fi" network connection related questions

1   How do I know whether I have an LGN account?

If you want to know whether you have LGN account or not,

1) You need to contact your organization's LGN site administrator and request him / her to check your account status.

2) Or Contact helpdesk support service (Contact no – 0112497900 email - helpdesk@noc.gov.lk).

2   How to create a new LGN account?

If you need to create a new LGN account, you can follow these steps to create a new LGN account.

1) First, you should visit the lgn2.gov.lk website.

2) Then, download the "LGN 2.0 Bulk Access Request Form" from the download section of that website.

3) You need to fill the application by following the given instructions.

4) Finally, you need to send the application to helpdesk@noc.gov.lk email following the given instructions.

- **IDP activated sites.**

    1) If you are not the LGN site administrator, you need to contact your organization's site administrator and request to create the LGN account in IDP portal.

    2) The site administrator should add the user details into the IDP portal.

    3) Send user details via "LGN 2.0 Bulk Access Request Form".

    4) Send completed application to helpdesk@noc.gov.lk mail with the subject as "User account request – IDP activated site".

Please note that If user is already registered in another LGN location it must be deleted by administrator of respective site.

- Make sure that the Wi Fi is turned on in your device . You can do this by going to the Control Panel > Network and Internet > Network Connections or network option at taskbar.
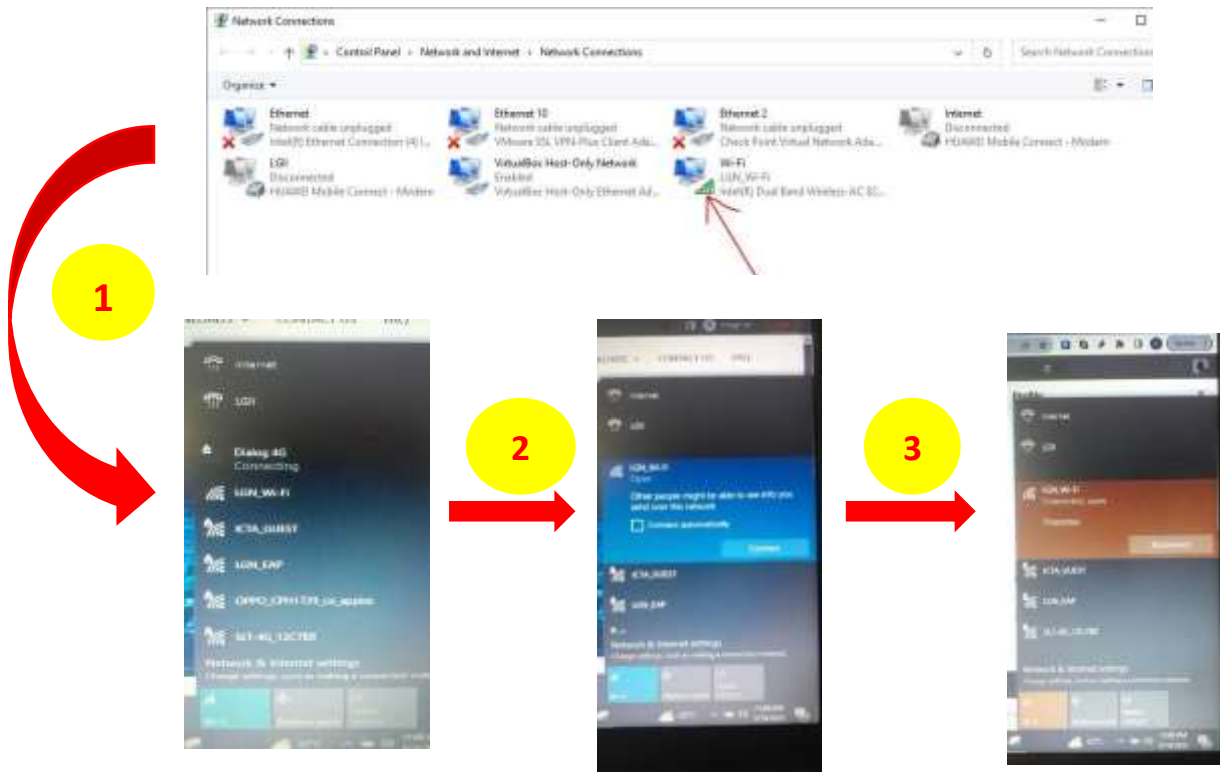
- Make sure you are in area with LGN_Wi_Fi coverage. If you are too far away from the Access Point(AP) , you may not be able to see the LGN_Wi_Fi SSID. Move closer to the AP and try again.

➢ For mobile phone

- Turn on Wi-Fi - Make sure that the Wi-Fi on your mobile device is turned on. You can do this by going to the settings menu and looking for the Wi-Fi option.
- Restart your mobile - Try restarting your mobile device to see if the LGN_Wi_Fi SSID appears.

- Move closer to the LGN_Wi_Fi coverage. If you are too far away from the router, you may not be able to see the LGN_Wi_Fi SSID. Move closer to the coverage area and try again.

- Forget the network. Try forgetting the LGN_Wi_Fi SSID network on your mobile device and then reconnecting to it. To do this, go to the Wi-Fi settings, find the LGN_Wi_Fi SSID network, and select "Forget" or "Forget Network." Then, try reconnecting to the network.

- Reset network settings. Sometimes, resetting the network settings on your mobile device can help solve the issue. You can do this by going to the settings menu, selecting the "General" or "System" option, and choosing the "Reset" or "Reset Network Settings" option.

3 | My captive portal did not load after connecting LGN_Wi_Fi SSID

1) Open a Web browser. And Type only " login.now " URL in address bar.
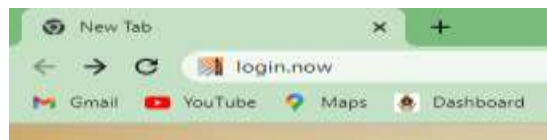
If above step is not working , clear cache and cookies. Clearing your device's cache and cookies can sometimes help solve issues with captive portal loading. You can do this by going to the settings menu, selecting the "Privacy" or "Security" option, and choosing the "Clear Cache" or "Clear Cookies" option.

To continue login proses please follow below steps.

a. Then click "Login with GoSL Id" button.

b. Insert your Username and password correctly.

c. Finally, display "login successful'' page. Then, you can connect LGN_Wi_Fi successfully.

If above step also not working ,check your internet connection again and ensure that your device is connected to the "LGN_Wi_Fi SSID" and that you have a stable internet connection. Or try to disable VPN or Proxy settings. Sometimes, VPN or proxy settings on your device can interfere with captive portal loading. Disable any VPN or proxy settings and try again.

4	I am getting an error message username password is wrong.

If you get an error message saying that your username or password is incorrect when trying to log in to your LGN account, there could be 3 reasons.

➢ Reason 1 – Username and Password is incorrect.

▪ Solution - Firstly, double-check that you have entered your username and password correctly. If you're unsure about your password, try resetting it and try logging in again.

➢ Reason 2 - If you change your current password to a new password, your browser still has your old password stored in its cache.

▪ Solution - In this case, you'll need to clear your browser's cache and refresh the login page before attempting to log in again.

> ➢ Reason 3 – Your data quota has been exhausted.

> ▪ Solution - In this case, you'll need to contact the helpdesk (0112497900 / helpdesk@noc.gov.lk) and request a top-up for your data quota.

5 | I have forgotten my LGN account login password.

1) Use "LGN-FRM03 - LGN Internet Access - Access Modification Form" which can be downloaded from LGN website "lgn2.gov.lk"
2) You need to fill the application by following the given instructions.
3) Finally, you need to send completed application to helpdesk@noc.gov.lk email address.

➢ IDP activated sites.

1) Contact your site administrator and request a password reset for your LGN account.
2) If administrator not available, send the request to helpdesk using modification application which can be download from lgn2.gov.lk.

Please note that If user is already registered in another LGN location it must be deleted by administrator of respective site.

## 6 | I have access to LGN, but I need to change my old password.

1) Use "LGN-FRM03 - LGN Internet Access - Access Modification Form" which can be download from LGN website "lgn2.gov.lk"
2) You need to fill that application by following the given instructions.
3) Finally, you need to send that completed application to helpdesk@noc.gov.lk email address.

➢ IDP activated site.

1) Click "Password Change" interface.
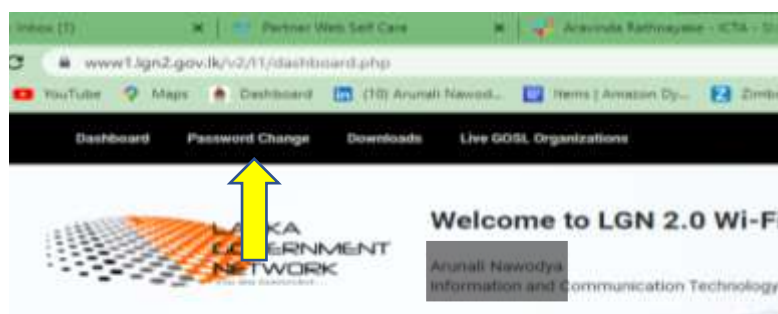
2) Click "Security" interface.
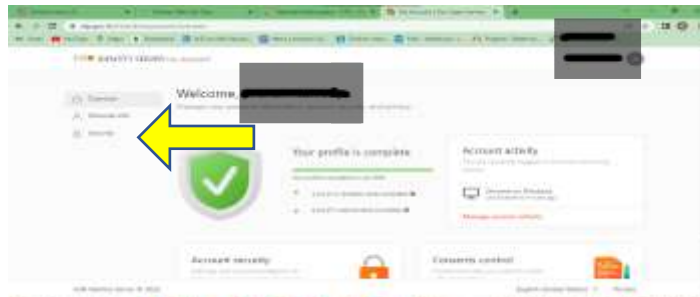
3) In there, you can see change password interface.