

## INTERNET ACCESS FAQ



### **How can I connect to the Internet?**

Please select the SSID "myhive\_Members" in the system settings of your mobile device or notebook and enter your username (your email address) and password.

### **How do I get my password?**

IT security is a top priority at myhive - you will receive your personal access data to the shared WLAN network "myhive\_Members" via email on the day of onboarding. Your personal password is system generated and sent directly to your email address by CISCO, the equipment manufacturer. Your password is linked to your email address - we therefore ask you to keep it confidential and not to pass it on to third parties.

### **I have forgotten my password or suspect that someone else is using it. What do I have to do?**

Please contact our Welcome Desk immediately. Your old password will be blocked and a new password will be sent to you by email.

### **I would like to connect to the Internet with my notebook via cable. Is that possible?**

Yes, you can connect your device to the Internet via cable. Please let us know - we will activate the data connection at your workstation shortly.

### **How much bandwidth is available?**

The bandwidth is limited to 25 mbit/s (up/down) per device. Please contact us if you need more bandwidth - we will come back to you with an individual offer.

### **I have rented the product myroom and would like to have my own VLAN for my own equipment (e.g. printer). Is this possible?**

Yes, starting with the myroom product, we will be happy to set up a VLAN for you free of charge. Please contact our Welcome Desk and we will take care of it as soon as possible.

### **Can I access the Internet at other myhive locations with the same password?**

Yes, this is possible - the SSID myhive\_Members is available at all myhive locations. We ask you to briefly inform the Welcome Desk on site - your user profile will be activated for the new location and you can access the Internet as usual.

### **Is my data secure? With which processors will my data be shared?**

At myhive we take data protection very seriously - please click on the links below to read the terms and conditions as well as the privacy policy for the myhive WLAN.

Link:

**My guest also wants to use the internet during his/her visit - which SSID does he/she have to choose?**

The SSID "myhive\_Guests" is available for guests. After this has been selected in the system settings, the ABGs as well as the privacy policy must be accepted on the landing page. After that, your guest can use the Internet for the duration of his/her visit.