

IIT Jodhpur Internet Access Portal

User Guide

Section 1 – Captive Portal Login

1. Open a web browser and navigate to the captive portal (netaccess.iitj.ac.in).
2. On the **Internet Login** page, enter your existing AD / Internet ID credentials in the **User Name** and **Password** fields.
3. Click **Login** to authenticate.

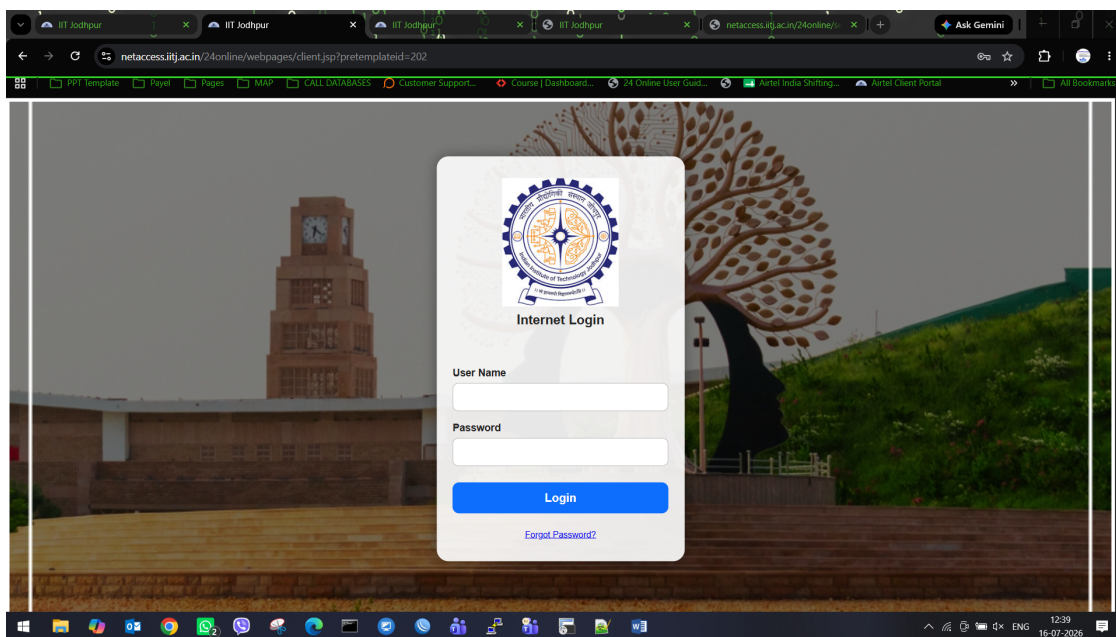
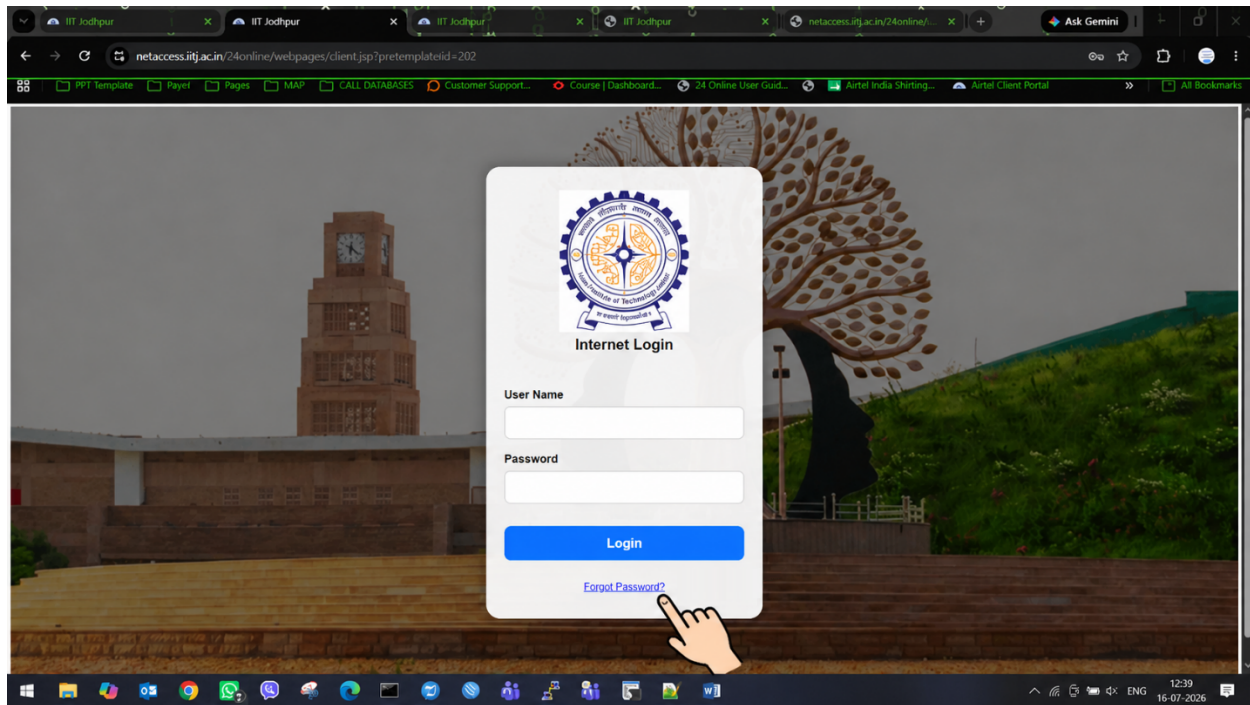


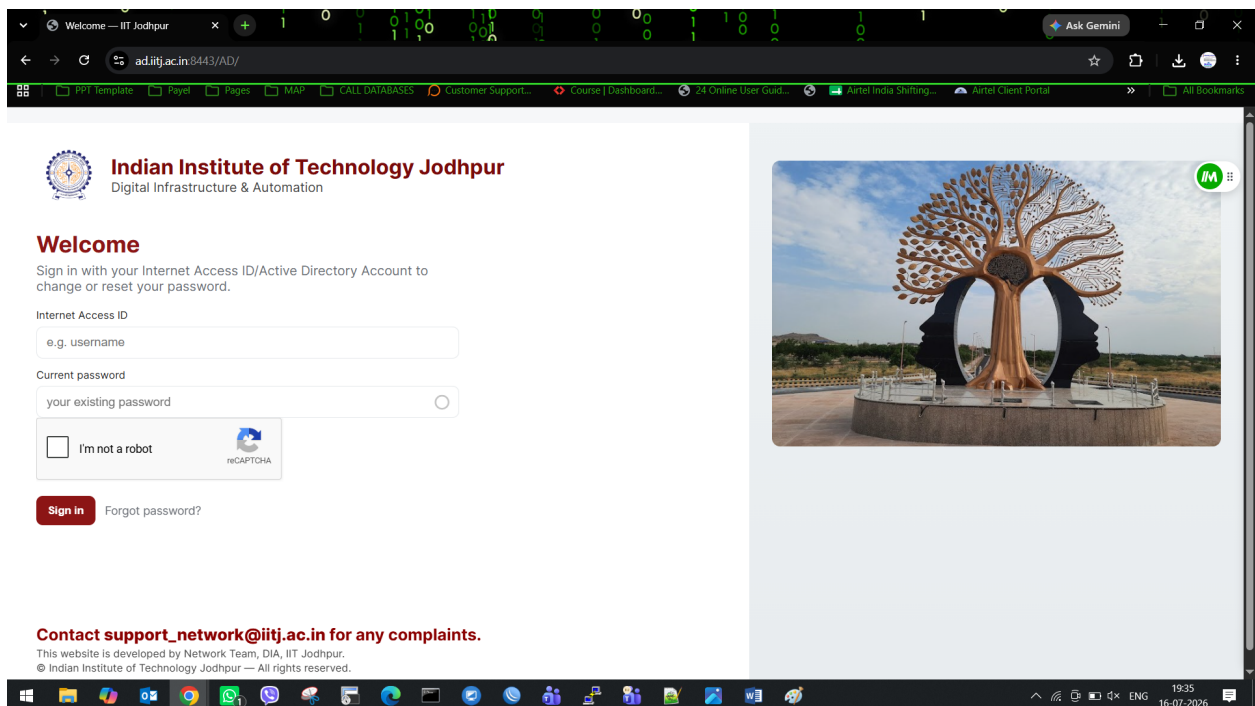
Figure 1: Internet Login page (netaccess.iitj.ac.in)

4. Alternatively, on the portal's authentication page (netaccess.iitj.ac.in/24online/servlet/E24onlineHTTPClient), click **AD Authentication** to sign in using your existing AD / Internet ID credentials.
5. Once logged in, the **Client Login** window will display your username and a **Remaining session timer**.

Section 2 – Forgot Password



1. On the captive portal login page, click the **Forgot Password?** Link.
2. Follow the on-screen instructions to reset your password.



Note: This option is applicable only for LAN users.

Section 3 – Logout from Current Session

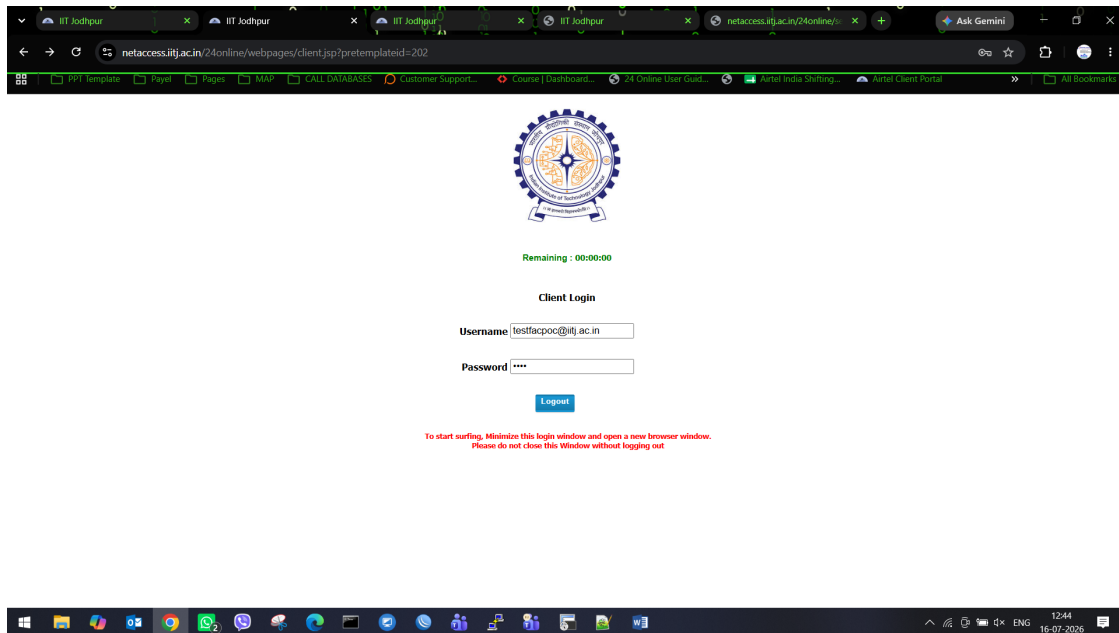


Figure 2: Client Login window with session timer and Logout option

1. If you want to logout from current session type “**netaccess.iitj.ac.in**” on your browser.
2. This window displays your username, and a **Logout** button.
3. Click **Logout** to end the current session.
4. If the login window was closed and a **multiple login warning** appears the next time you log in, this indicates you are still logged in on another device or session. Refer to Section 4 to log out from a specific device.
5. It is recommended to change your password regularly through the AD portal.

Section 4 – Logout a Specific Device

1. Navigate to the portal page at “netaccess.iitj.ac.in”.
2. If a multiple login warning appears, a table will be displayed below the login options, listing your active sessions with the following columns: **Username**, **MAC**, **IP Address**, **Device**, and **Button**.

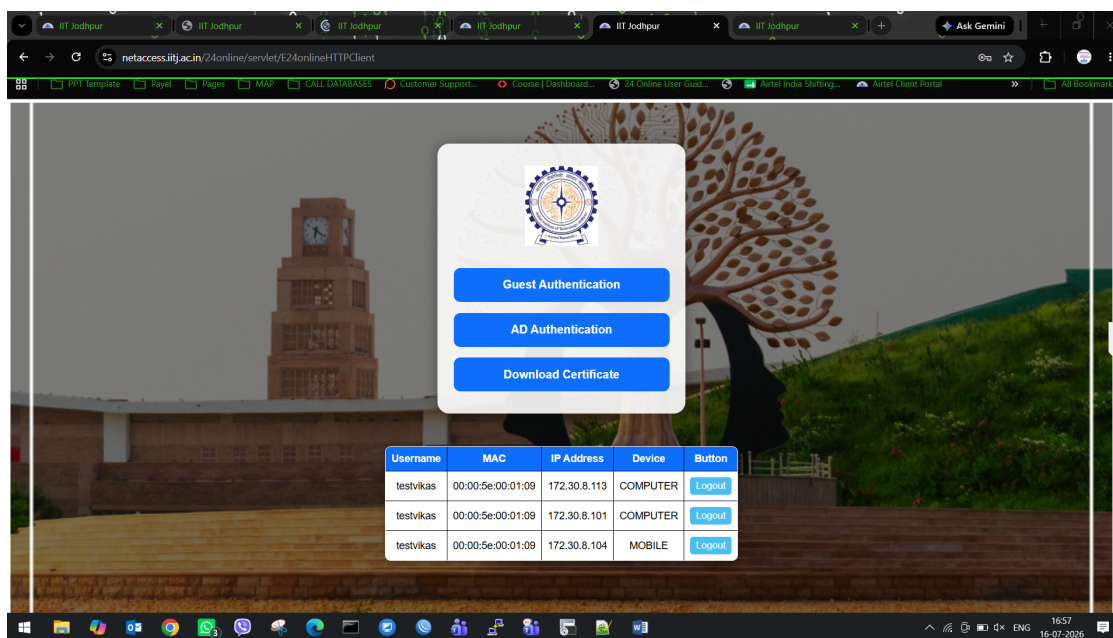


Figure 3: Active session's table with per-device Logout buttons

3. Identify the specific device you want to disconnect from the list (for example, a device listed as "COMPUTER" or "MOBILE").
4. Click the **Logout** button in the corresponding row to disconnect that device.
5. If a device (for example, a mobile phone) does not appear in the list, disable Wi-Fi on that device, then log out from the login window to disconnect it.

6. Security Recommendation:

- If you notice any unknown or unauthorized device in your active session list, it may indicate that your Internet account credentials have been compromised.
- Immediately log out the unauthorized device(s) and change your AD/Internet account password.
- If the issue persists or you suspect misuse of your account, please report it to the **Office of Digital Infrastructure and Automation (DIA)** at support_network@iitj.ac.in.

Section 5 – Device Limits for IITJ Community

The maximum number of devices allowed (Wi-Fi and LAN combined) for each user category is as follows:

- **Faculty:** 5 devices
- **Staff:** 3 devices
- **Students:** 3 devices

Note:

- The device limit policy is being introduced in a **pilot phase** to evaluate its effectiveness and ensure fair and optimal utilization of the Institute's Internet resources across the IIT Jodhpur community.
- Based on operational experience and user feedback, the permitted device limits may be reviewed and revised in the future.
- **This policy is currently applicable only to the Institute's academic and administrative network users.**
- **Resident Internet services are not covered under this device limit policy** and will continue to operate as per the existing policy.

Section 6 – Support

- For any issues related to Internet login, password reset, device management, or portal access, please contact:
- **Office of Digital Infrastructure and Automation (DIA)**
Email: support_network@iitj.ac.in

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