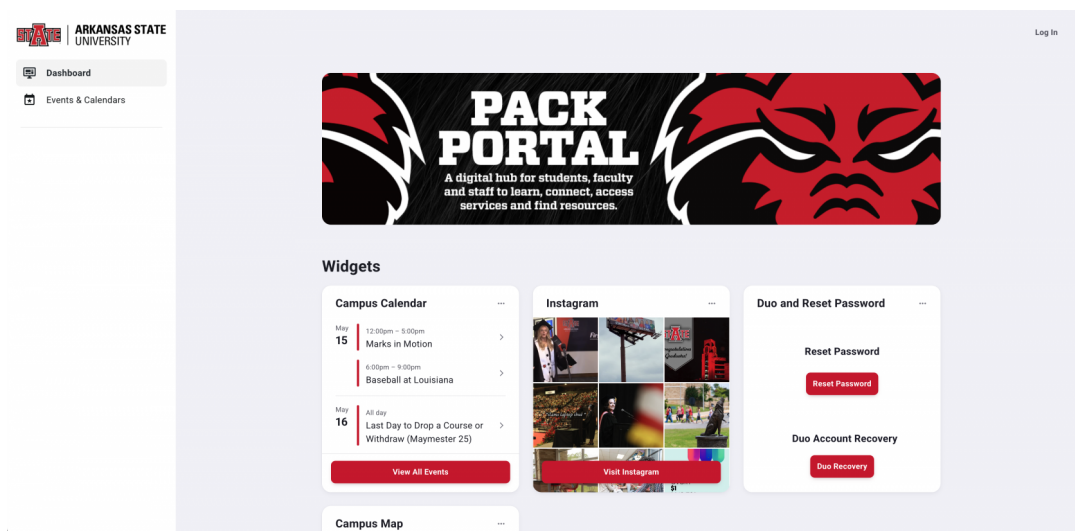


How to Request a Home@AState Wi-Fi Password

If you are living on campus you will connect to the **Home@AState** Wi-Fi network. To request a password you will need to submit a ticket which should include your building name and room number. A password will then be assigned and emailed to you.

1. Go to pack.astate.edu.



2. Click **Log In** on the top right corner of the screen.
3. Enter your full A-State email address and click **Next**.

The image shows a login form titled 'Login'. It includes a sub-header 'Login' and a message: 'In this login step, we are asking for your login id so that we may determine how to have you login. To skip this step in the future, you may check the 'Remember Me' checkbox.' The form has a text input field for 'Username' with a '*' symbol indicating it is a required field. Below the input field is a checkbox labeled 'Remember Me'. To the right of the input field are three links: 'I forgot my password...', 'I need help...', and 'Documentation'. At the bottom right, there is a '*' Required Field label. A red 'Next' button is located at the bottom left of the form.

4. Enter your A-State password and click **Login**.

Login

Login with username and password

* Username

* Password

Password

☐ Remember Me

I forgot my password...

I need help...

Documentation

* Required Field

Login

5. Authenticate using Microsoft Authenticator on your mobile

Are you trying to sign in?

Arkansas State University - Jonesboro

Enter the number shown to sign in.

No, it's not me

Yes

Approve sign in request

Open your Authenticator app and approve the request. Enter the number if prompted.

92
Example

Didn't receive a sign-in request? **Swipe down to refresh** the content in your app.

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

6. Click **IT Services** on the left.

IT Services ▾

Banner Service Request (BSR)

CSS Statements

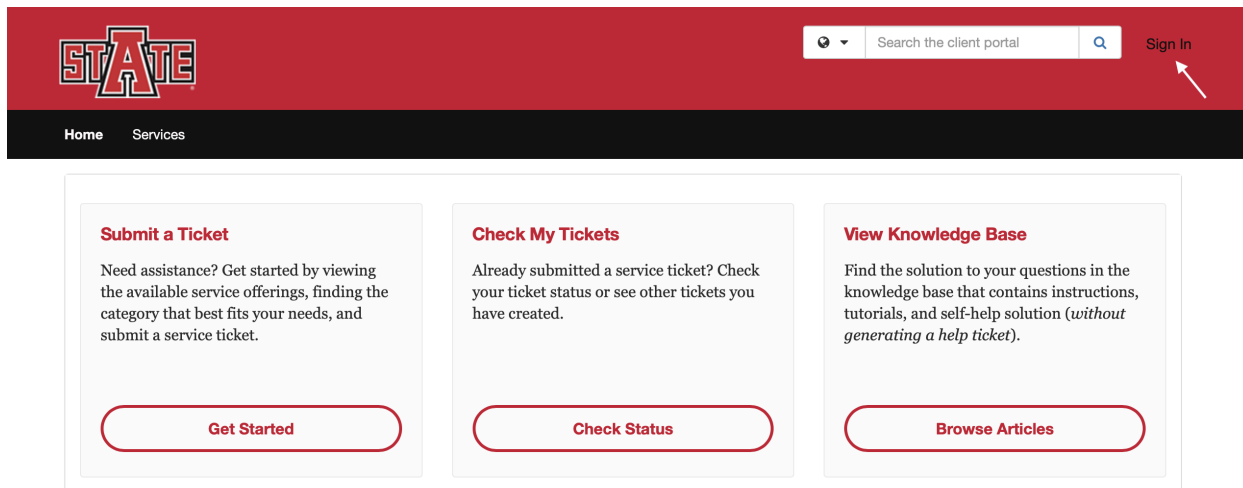
FAMIS

ITS Helpdesk

Knowledge Base

7. Click **ITS Helpdesk**.

5. Click on **Sign In** located at the top right of the screen.



6. Enter your full A-State email address and password and click **Login**.

The screenshot shows the login page of the client portal. It has a dark header with a lock icon and the word "Login". Below the header, it says "Login" and "Login with username and password". There are two input fields: "Username" and "Password", both marked with an asterisk to indicate they are required. Below the password field is a "Remember Me" checkbox. To the right of the input fields are links for "I forgot my password...", "I need help...", and "Documentation". A "Login" button is at the bottom left. The Microsoft logo is at the bottom right.

7. Authenticate

The screenshot shows a modal dialog box for authentication. It asks "Are you trying to sign in?" and identifies the user as "Arkansas State University - Jonesboro". It prompts the user to "Enter the number shown to sign in." and provides a text input field. At the bottom, there are two buttons: "No, it's not me" and "Yes".

Approve sign in request

Open your Authenticator app and approve the request. Enter the number if prompted.

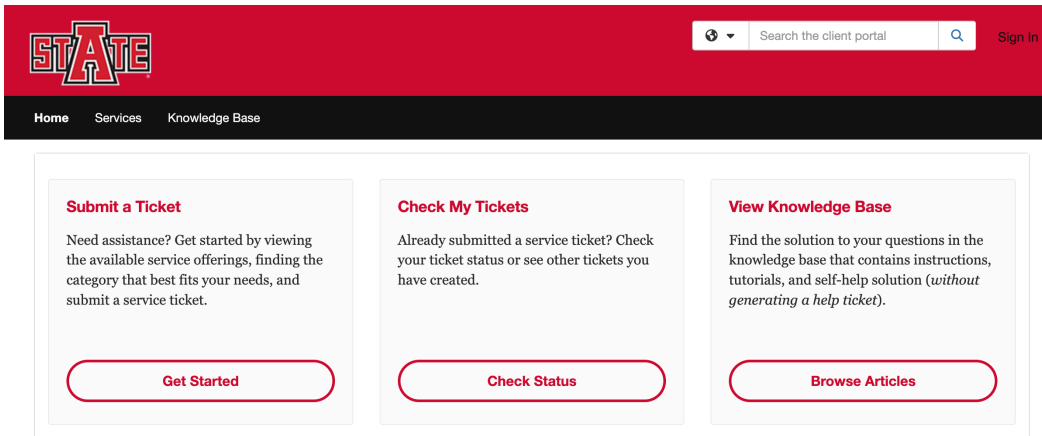
92
Example

Didn't receive a sign-in request? **Swipe down to refresh** the content in your app.

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

8. Click on **Get Started**.



9. Scroll to the bottom of the page and click **Get Help**.

Services (5)

IT Help - ABI

Get Help

If you do not see the category that you need feel

 **Create A Ticket**

 **Share**

 **Add to Favorites**

10. Click **Create A Ticket**.

10. Fill out the required fields on the form with your full A-State email address, phone number, building name, room number, and a subject of **Home@AState password request**.

11. This will be sent to our Housing and Student Support team and they will generate a password and email it to your A-State email address. The email should come from **no-reply@extremecloudiq.com**. If you do not see the email in your inbox, check your spam folder.

For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by IT Support Services (itsupportservices@astate.edu). It is located on the bottom floor of the Dean B. Ellis Library, Room 149.

Revision #20

Created 2023-01-27 15:32:03 UTC by Kelsie McDole

Updated 2026-08-12 22:21:15 UTC by Blake Hall