Frequently Asked Questions (FAQ)

Q1: I am already connected to MAPUA Wi-Fi but it did not redirect to the portal. When I launched the internet browser, it displays this error message. What now?

This means that you have a STATIC DNS address configured on your Wi-Fi adapter. To fix this issue, simply:

1.) Open network and sharing center on the control panel.
2.) Click your existing connection then Properties.

4.) You should see this configuration as seen below.
Q2. I am a little bit confused on the logging out process. Is there any way for me to be redirected to the logout page with just a click?

Yes, there is fortunately. Once you are already logged in, go to https://wifi.mapua.edu.ph:1003/portal? (you have to do this only once) and the logout page will appear. Simply click the star-shaped button and you should be able to see the Title of the webpage on the bookmark bar. You can now logout your account by just clicking on the bookmarked page found on the bookmark bar and click logout.

Q3. Kindly explain to me this “idle timeout” thing where it said that if 30 minutes has passed by and I am not using my device, it will automatically kick me out on the Wi-Fi connection.

That is correct. If your phone has its notifications enabled on applications like Facebook, Messenger and such, your account will mostly like stay authenticated. There is a misconception that if you disconnect your device to the Wi-Fi Connection, it will automatically logout your account but that’s not the case. Your account will stay authenticated on that device until 30 minutes has passed by. Make it a habit to always logout your account after using the Wi-Fi connection.

Q4. After logging out my account, my browser did not redirect me to the portal and instead, I get this “Your connection is not private” message on my browser. What should I do?

Technically, Mapúa’s Wi-Fi portal is using SSL encryption to protect user’s sensitive data to the outside world. As such it uses an SSL certificate to secure sessions with browsers. You may ask “What does it have to do with the redirection issue?” Well, what really happens is that HTTPS websites like Facebook, YouTube and Google uses its own SSL certificates to protect its users. Most Secured login/Captive portals are designed in such a way that it will use its own SSL certificate to intercept with the HTTPS website’s certificate. The browser will generate this error message.
This can be simply rectified by going to HTTP websites like bing.com, msn.com and the like instead of going to HTTPS websites. You will notice that you will be redirected to the login page. Or another alternative is just disconnect from the connection and rejoin again.

You may also clear your cache and cookies. In chrome, just go to history and clear browsing data as shown below:
For Other Internet Browsers:

IE: [https://kb.wisc.edu/page.php?id=15141](https://kb.wisc.edu/page.php?id=15141)


Alternatively, if deleting your browser’s cookies and cache did not work, you may just disconnect and reconnect to the Wi-Fi Network to refresh your network connection.