

xguest Frequently Asked Questions

What is xguest internet access? Who can use it?

The xguest wireless network provides internet access for short-term guests of CME Group, such as visitors, vendors, consultants, etc. not using CME Group laptop/desktop/handheld computers. CME Group employees or those with onePass credentials should not use the guest internet service.

Where is the guest wireless network available?

The guest wireless network is available in conference rooms and throughout most office areas at 20 S. Wacker, 550 Washington, ADC, RDC, DC3, New York, Lexington Midtown, Washington, D.C., Houston, London, Belfast, and Singapore offices, with limited access at 141 Jackson. For specific locations, please see [Hotspot Locations](#) on the Guest Wireless Network page on OpenExchange or contact the Customer Support Group at 312-930-3444.

How do I get an xguest wireless account?

Managers and designated department administrators can go to OpenExchange > MyExchange > Forms > Internal Services > [Guest Wireless Request](#) to create an account. Accounts can be created for up to 15 days. To become a department administrator, please have your Managing Director email your request to the Customer Support Group. Submit all requests for an exception to this policy online at https://nsweb1/guest_internet/exception_req.html.

How do I connect my computer to the guest wireless network?

Scan for and connect to the “xguest” wireless network. Once connected to the network, open an internet browser and the system automatically redirects to a login page to enter your username and password. More detailed instructions are available at OpenExchange > MyExchange > Forms > Internal Services > [Guest Wireless Request](#) and www.cmegroup.com/guestnetwork.

How secure is the guest wireless network?

There is no security or encryption provided on the guest network. Because of the nature of wireless networks, any information you transmit could potentially be visible to anyone else on the wireless network. You are encouraged to provide your own security, for example, through a VPN. CME Group's corporate network is separate and inaccessible from the guest wireless network.

What can I do on the guest wireless network?

The guest wireless network provides basic internet access. Because the wireless network is a shared network, your bandwidth may be limited. In addition to laws regarding illegal electronic activities, users of the guest wireless network are also subject to the rules in the CME Group Guest Wireless Terms and Conditions agreement. All use of the guest wireless network is subject to monitoring and audit by the Technology Division and Information Security, and is subject to the policies and procedures of CME Group.

Where can I get help using the guest wireless network?

There is only approval for non-CME Group hardware for access to this network. CME Group cannot be responsible for individual hardware and software configurations. Please be advised that support for guest internet connectivity is limited. CME can only provide *best-effort support* over the phone. The number for Customer Support Group is 312-930-3444.