## general information

To access the free Wireless Hotspot from your library branch using a Windows device:

1. Make sure the wireless is enabled on your laptop or mobile device. Most laptops have a 'wireless switch' or a function key to enable wireless.

2. Look for the wireless hotspot on your computer's list of available networks. (e.g. Library Hotspot) Depending on the operating system you are using, you may have to browse through menus such as 'View Network Connections, 'Wireless Connections', 'Network Tasks', 'View Available Wireless Networks', to find the library wireless hotspot.
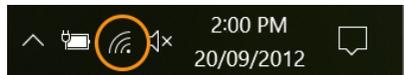
3. Once you have found the wireless hotspot network, click on it to connect.

Note: This procedure will vary, depending on the operating system you are using and the library you are visiting.

4. You will then be redirected to the login screen.

5. Login by agreeing to the Acceptable Use Policy and pressing 'I agree' or 'Submit' button.

For library hotspots that requires a username and password, Obtain a Wireless Hotspot ticket from the library reception desk. This ticket will have a username and password.
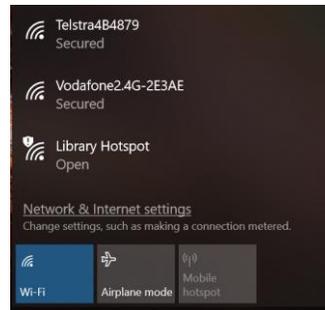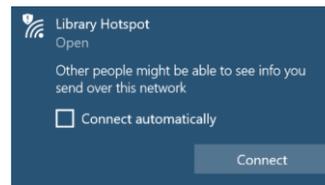

tips

These are common Wireless symbols used on laptops and mobile devices. You need to make sure your Wireless is turned on.

If you have a laptop, check and see if the wireless symbol is lit up.

The library wireless network should appear in your **wireless networks list**. *(screenshot above is using Windows 10)*

You will need to click on it, and then click the '**Connect**' button.

Once your laptop is connected to the library's network, you will then have a small wireless icon displayed in the taskbar at the bottom of your screen.

You can check the wireless network connection status by clicking on **Properties.**

frequently asked questions

How long can you use the wireless internet for?
Your session will expire once your time credit have been used, or the expiry date or download limit on your ticket has been reached whichever comes first. If you need more time, please get another ticket or speak to the library staff.

Why can't I connect to your network?
Your location may be too far away from the wireless antenna. If you move to another location within the library this may improve the situation. Please check that your laptop is wireless enabled. If none of this works, please see a library staff member.

Are there any limitations on downloads, bandwidth, connections, and time?
Yes. Please advise the librarian if you wish to know all applicable limits.

Troubleshooting

Ensure you are connected to the correct Library Wi-Fi service:
For Windows 8/10, click on the network icon located on bottom right of the screen to check which Wi-Fi network you are connected to.

Make sure you have a good connection to the Wireless
- Look for an icon like these on your taskbar:
- If the signal quality is low, try moving to another location in the library.

Ensure your laptop battery is well-charged or connected to an external power
In some cases, a low battery causes the wireless connection to be disabled.

Miscellaneous tips
- If you have a school computer, it may be 'locked down' to the school network.
- Your laptop may have a switch or function key to switch the wireless on and off.
- If your connection 'times out', disable and then re-enable your wireless to reconnect again