

# wifinity

## QUICK HELP GUIDE

### Getting Online

- 1 The first time you use the WiFi, connect to the **'Wifinity Onboarding'** WiFi name and use the registration page (or visit <https://hotspot.wifinity.com> if it doesn't open in your browser).
- 2 After registration, click 'Go Online' to receive your unique Personal Key, then switch to the WiFi name **'Wifinity Home Networking'** using the QR code and the provided Personal Key.

Switching to the **'Wifinity Home Network'** gives you the best possible speed. If you don't switch, you'll remain on a slower setup network.



Top Tip

To go even faster, plug your laptop into the internet port in your room using a cable (if available).

# Study. Game. Stream Connect.



## **Can I set up multiple devices, games consoles or my Smart TV?**

Yes, you can connect multiple devices such as phones, laptops, consoles, and smart TVs. Scan the QR code for help or contact our support team.

## **I'm having problems with connecting a device and accessing websites, can you help?**

Yes, you can speak to one of our team who will investigate the problem and help to get you up and running.

## **I need more help with my Wifinity WiFi.**

For more information and useful articles, please consult our support pages.

## **I'm having problems connecting my mobile device**

To connect a mobile device, turn off your Private Mac Address. Go to your WiFi settings, click on (i) next to the 'Wifinity' network and turn off the 'Private Wi-fi Address'.

Scan here for support or visit:  
**wifinity.co.uk/support**



We're here to help you via live chat, email or phone.

**support@wifinity.co.uk | 020 8090 1290 | wifinity.co.uk**

