

# Supporting Your Students To Get Their WiFi Up and Running

We've designed our WiFi to be as easy to use as possible, but students may ask you for support to connect.

You can use this quick guide so you can help get them online in no time.

## Getting online

Students may have preregistered for their Wifinity account and received an access code.

If so, all they need to do is connect to 'Wifinity Home Networking' and enter their email address and access code to be online in seconds.

If they haven't received their code, they should follow the steps below.

## Connecting for the first time

1. To set up their account, students should connect to the **'Wifinity Onboarding'** network.
2. If their device doesn't load the registration page automatically, they can visit: <https://hotspot.wifinity.com>.
3. They'll need to enter their name, phone number and email address, and we'll send them a secure account password via email and text.
4. Then, the students should switch their WiFi connection to **'Wifinity Home Networking'** and log in with their email and new password.



To connect using a mobile device, students may need to turn off their Private MAC Address. Go to WiFi settings, click on (i) next to the 'Wifinity' network and turn off the 'Private Wi-fi' Address'.

**That's it!** They can now access their private network wherever Wifinity WiFi is available on campus.

High-speed wired connections are also available from the network ports that are available in some student rooms.

## If students have trouble connecting to the WiFi

We'll send text messages to all users if there is a problem with the WiFi at your location. We'll also send progress updates, and let them know when we've fixed the problem.

If students haven't received a message from us, encourage them to check we've got the right details for them by logging into their account at: <https://hotspot.wifinity.com>.

For further support, students can chat with us 24/7 in multiple languages using the options below.

## Connecting Individual Devices

If students want to connect multiple devices to their account, they can follow the instructions using this link: <https://wifinity.co.uk/support/adding-or-removing-devices/>

## Contacting Wifinity's Customer Care team

**Live Chat:** Students can log into their account at <https://hotspot.wifinity.com> and connect to live chat.

If they see a "Chat Unavailable" message, they should try again later or give us a call or email.

**Phone:** 020 8090 1290

**Email:** [support@wifinity.co.uk](mailto:support@wifinity.co.uk)

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