

# wifinity

## QUICK HELP GUIDE

### Getting Online

- 1** The first time you use the WiFi, connect to the **'Wifinity onboarding'** WiFi signal and use the registration page (or visit <https://hotspot.wifinity.com> if it doesn't open in your browser).
- 2** After you've set up your account we'll email your secure password. You then need to change over to the **'Wifinity Home Network'** WiFi signal and log in.

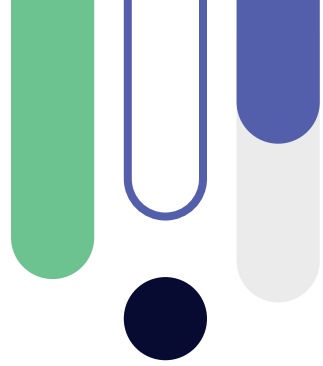
To connect using an Apple product, you may need to turn off your Private Mac Address. Go to your WiFi settings, click on (i) next to the 'Wifinity' network and turn off the 'Private Wi-fi Address'.



Top Tip

To go even faster use a cable to plug your laptop into the internet port in your room (if you have one).

# Game. Stream. Connect.



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

You can set up as many devices as you need on your secure wireless home network. Simply connect them to your network and enter the secure key.

## I am having friends over, can they use my WiFi too?

Yes they can! You can either share your network code with them, or you can visit your account dashboard ([hotspot.wifinity.com](https://hotspot.wifinity.com)) and go to the '**Guest Passes**' tab on your dashboard. Select '**Create Guest Pass**'. This will generate a code. Copy the code and give it to your visitor, then they can enter this on the portal.

## 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 running.

## I need more help with my Wifinity WiFi.

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



[wifinity.co.uk/support](https://wifinity.co.uk/support)

We're here to help you 24/7 via live chat, email or phone.

[support@wifinity.co.uk](mailto:support@wifinity.co.uk) | 020 8090 1290 | [wifinity.co.uk](https://wifinity.co.uk)

