

## Public WiFi Getting Started Guide

Welcome to Eastbourne Borough Council's Public WiFi service. This guide is designed to walk you through the process of getting online in designated Council buildings.



### Before you start

To connect, WiFi will need to be enabled on your device (it is often enabled by default, so you may not need to do anything). You will also need access to a mobile phone (for registration only).

### Step One: Connect to the WiFi

When you are in range of our WiFi service, your device should prompt you that WiFi services are available. Connect to the **\_Link Free** option (this should be at or near the top of listed options).

### Step Two: Register

After you have connected to **\_Link Free**, please open a browser and try to visit a website, e.g. [www.bbc.co.uk](http://www.bbc.co.uk). A page similar to the one shown on the right will appear.

A screenshot of the 'Eastbourne Borough Council - Free WiFi' login page. It features the council's logo and a sign-in form with fields for 'Email' and 'Password'. A green 'sign in' button and a blue 'Create an Account' link are visible. Text on the page states: 'You will need to be on the list of authorised users for this network in order to access the Internet. Logging into this service you are agreeing to the terms and conditions that can be viewed here Terms and Conditions'. The page is powered by CloudConnX.

If you are using the service for the first time, you will need to register. If you have used the service before simply login using the email address and password you chose during registration.

To register, click on the Create an Account link to the right of the Sign In button and complete the details shown in the form and click on the Create New Account button. An example of the form is shown below.

It is important that you complete the details including mobile phone number accurately as they will be used to validate your account.

### Step Three: Verify your Account

A text will be sent to your mobile phone. Please enter in the code included in the text message in the validation screen that will appear on your device and click the Verify button.

### Step Four: Login

You should now be registered and will be prompted to login.

We hope you enjoy the benefits of using Eastbourne Borough Council's free WiFi service!

A screenshot of the 'Eastbourne Borough Council - Free WiFi' registration form. It includes the council logo and a form with fields for 'First name', 'Last name', 'Email', and 'Email (again)'. Text on the page states: 'You will need to be on the list of authorised users for this network in order to access the Internet. Logging into this service you are agreeing to the terms and conditions that can be viewed here Terms and Conditions'. The page is powered by CloudConnX.

## Frequently Asked Questions

### I have a number of devices. Do I need to register for each one?

No. Your registered login works for multiple devices.

### I need to register someone who doesn't have a mobile phone. Can mine be used for verification?

Yes. Your mobile phone can be used with multiple accounts for verification purposes, but please note that their account will be associated with your phone.

### I have forgotten my password. How do I reset it?

If you try to login unsuccessfully, a password reset link will appear. Follow the instructions to reset your password. Please note that a verification code will be sent to the same mobile phone number that your account was originally registered with.

A screenshot of the 'Eastbourne Borough Council - Free WiFi' account verification page. It features a green banner with a checkmark and the text 'Please now verify your account with the SMS message'. Below is the council logo and a form with a 'CODE' field containing '123456'. A green 'verification' button and a blue 'Sign In' button are visible. Text on the page states: 'You will need to be on the list of authorised users for this network in order to access the Internet. Logging into this service you are agreeing to the terms and conditions that can be viewed here Terms and Conditions'. The page is powered by CloudConnX.