



SAN BRUNO LIBRARY WIFI INSTRUCTIONS

- 1) On your laptop or mobile device, locate the library's WIFI network and connect.
- 2) Open a web browser to view and accept the library's wireless usage policy.
*If the wireless usage policy does not load, then navigate your web browser to an Internet web page such as yahoo.com which will initiate the wireless usage policy to load.
- 3) Accept to continue. Once you click on "Accept," you will then be given access to the library's WIFI network and you will be redirected to the library's website. From here you are connected to the library's WIFI network and can access the Internet.

WIFI FAQ

Q: Why won't my apps work when I am on the library wireless?

A: Users must accept the library's wireless policy via a browser in order to connect the device to the wireless connection. Once connected your apps will begin to work.

Q: I connected to the WIFI network but when I open my browser I don't see a landing page. What is wrong?

A: Load a website on the Internet, for example, yahoo.com or any website you have not been to recently. Sometimes the web browser will cache the user's home page locally so it won't attempt to connect to the Internet on start up. The splash page won't come up if the web browser doesn't attempt to connect out to the Internet.

Q: Why do I need to accept the policy?

A: To confirm understanding that the wireless connection is wide open, meaning is not secure. It also confirms acceptance and understanding of rules and regulations of wireless use.



SAN BRUNO PUBLIC LIBRARY

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Q: Do I need to accept the policy every time I start a new connection?

A: The policy must be accepted once a day per device. By accepting the policy, it protects both you and the library by reminding the user the wireless connection is not a secure connection.

Q: What do you mean the wireless connection is not secure?

A: The wireless service is for the public and does not require passwords, certificates, or applications to connect to the library wireless, thus making it wide open. We recommend that you do not perform any online banking or other sensitive services while connected to the library's public wireless network.

Q: Is the wireless landing page compatible with all devices and browsers?

A: Yes, it has been tested with various devices and browsers on laptops, tablets, and smartphones.

Q: Is the WIFI on all day?

A: No, for safety reasons, the Library's WIFI network is turned off between the hours of 11 PM and 6 AM daily.