

How to Connect to SMC Public WiFi

Figure 1

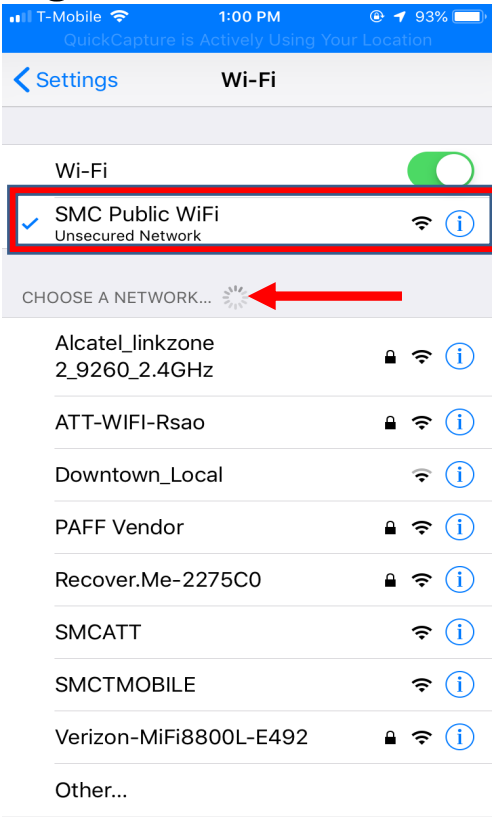


Figure 2

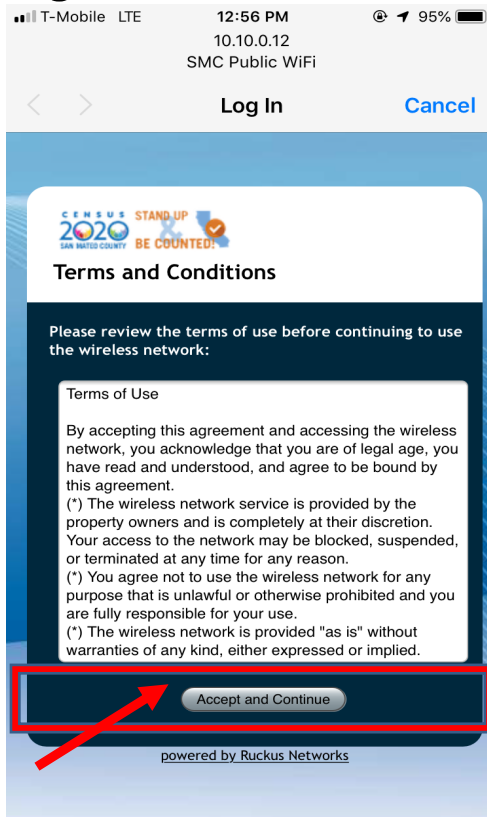
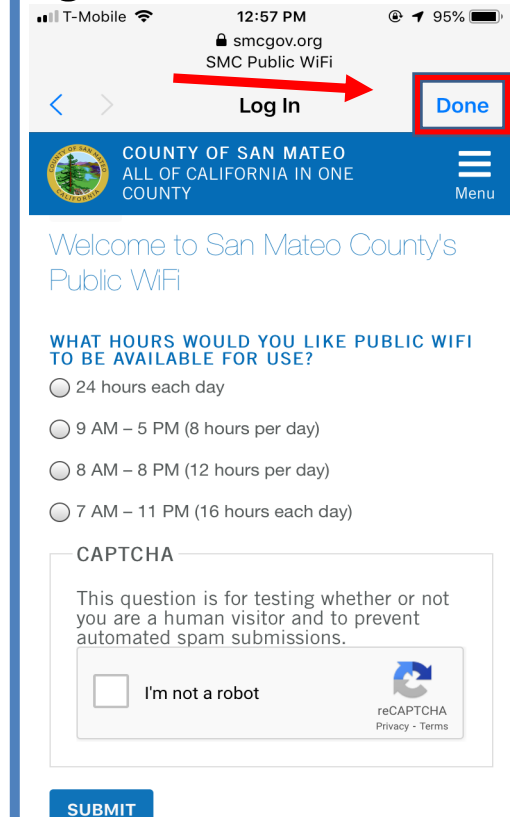


Figure 3



Step 1: Go to your device settings

Step 2: Select **WiFi** and make sure WiFi setting is on

Step 3: Look through networks and **select SMC Public WiFi**
(See Figure 1)

Step 4: A pop-up window will appear with Terms and Conditions for the wireless network

Step 5: Select **“Accept and Continue”** button on Terms and Conditions window (See Figure 2)

***TERMS AND CONDITIONS WILL NEED TO BE ACCEPTED EVERY 24 HOURS

Step 6: You may be met with another window asking what hours you would like public WiFi to be available for use. **IGNORE** this screen and **select Done** in **top right corner** of window
(See Figure 3)

**YOU ARE NOW
CONNECTED TO**

**SMC PUBLIC
WiFi**
www.smcgov.org/wifi

SMC Public WiFi Troubleshooting Guide



I see SMC Public WiFi but cannot connect to the network

Cause: There may be too many people connected to the network at your location or building, or an interference with the signal.

Solution 1: Try moving around and see if the signal improves. Make sure there are no large metal, concrete/ stone walls or obstructions that can block the signal.

Solution 2: If your connection is still down, there may be too many people currently using the access point. Try moving around the Woodland Park Communities to connect to SMC Public WiFi using a different access point.

I am connected to SMC Public WiFi but have no Internet

Cause: You have not accepted the Terms and Conditions from the Login Screen OR your Terms and Conditions have expired.

Solution 1: Accept the Terms and Conditions. If the Terms and Conditions screen does not appear when you connect, open your browser and go to any website. This will force the Terms and Conditions screen to appear.

Solution 2: If your connection is still down, your device may need to be restarted. Restart your device and try Solution 2 again.

Solution 3: If your connection is still down, SMC Public WiFi may not be receiving signal. Contact Alondra Robles at 650-300-0643.

I am connected to SMC Public WiFi but Internet is slow

Cause: There may be too many people connected to the network at your location or building, or an interference with the signal.

Solution 1: Try moving around and see if the signal improves. Make sure there are no large metal, concrete/ stone walls or obstructions that can block the signal.

Solution 2: If your connection is still down, there may be too many people currently using the access point. Try moving around the Woodland Park Communities to connect to SMC Public WiFi using a different access point.

I do not see SMC Public WiFi as an option to connect to

Cause: Weak signal strength due to interference, or the SMC Public WiFi is down in your location.

Solution 1: Try moving around and see if the signal improves. Make sure there are no large metal, concrete/ stone walls or obstructions that can block the signal.

Solution 2: If your connection is still down and you used to see SMC Public WiFi from this location before, SMC Public WiFi may not be receiving signal. Please contact Alondra Robles at 650-300-0643 to check on the status of the network in your building or location.