

Never go
without
WiFi



Believe in better

**Free
WiFi**

User Guide



www.thecloud.co.uk



How to access **FREE WiFi**:

1

Switch on your smartphone, tablet or other WiFi device and check that WiFi is enabled

2

Select **'The Cloud'** from the available network list

3

Open your internet browser – The Cloud landing page will appear. If it is your first time using The Cloud WiFi network, follow the simple one-time registration process or log in

4

Once you're registered you will seamlessly connect to The Cloud WiFi without needing to re-enter your username and password.

If you or your customers continue to experience problems getting online, please visit thecloud.net/support

However if there is an issue with The Cloud WiFi service you can call our venue support team on 0844 824 5000 (Calls cost 5.1p per minute (plus 13.1p connection fee) for BT customers. Calls from other providers and from mobile phones may vary).

Frequently Asked Questions:

What will I need to connect?

Any WiFi device can be used to connect to The Cloud network – a smartphone, tablet or other wireless device.

Is registration required?

Yes, but this is free and you only need to register once to access The Cloud's WiFi service in all of The Cloud's venues. After which you only need to enter your username and password.

You can also register via the FastConnect app (Android and iOS) to automatically connect to The Cloud hotspots.

Does it cost to use the service?

The majority of The Cloud venues are free however some have a time limit, after which, you may be subject to a fee. The cost of the service depends on the venue in which you are located. You will never be charged to use The Cloud WiFi without your knowledge.

Why does it log me off after 15 minutes?

Auto log off occurs when the account is inactive for 15 minutes, to avoid this simply continue to pass data traffic to and from your WiFi device.

I'm having problems getting connected – what can I do?

Check that wireless is enabled on your device and follow the instructions in this guide.

Having trouble getting Online?

Troubleshooting: Mac

Click on AirPort in the toolbar and select Turn AirPort On. Select **'The Cloud'** from the list of wireless networks.

Troubleshooting Windows 8

NOTE: Windows 8 uses the Metro user interface right alongside the traditional Desktop one. Therefore, there are two different ways to connect to The Cloud.

- 1a. From the Start Screen, manoeuvre your cursor to the top-left of the screen. This will get the side menu to display (e.g. Search, Share, Start, Devices, Settings)
- 1b. From the Desktop, you can select the WiFi icon from the right hand side of the taskbar to open the list of available networks. Once you've done this, please continue troubleshooting from step number 4.
2. Select Settings.
3. When Settings appear, locate the WiFi icon underneath the break.
4. Locate and select **'The Cloud'** from the list of available wireless networks. Windows will prompt whether you wish to connect to The Cloud automatically. Tick the box if you want your device to connect to The Cloud when in range and then click Connect. If not, just click Connect.
5. Windows may ask "Do you have a username and password for this WiFi Hotspot?" Select "No, open a web browser to complete the connection."
6. The Cloud Landing Page should now appear in your web browser. Select Get Online.

Troubleshooting: Windows Vista/7

1. Go to Start, Control Panel, Network and Sharing Centre. Go to Manage Wireless Networks on the left of the screen.
2. Make sure **'The Cloud'** is positioned on the top of the list by moving it up if needed. If no wireless networks are displayed, ensure your wireless is switched on. Highlight **'The Cloud'**, right-click and choose Properties.
3. Make sure that 'Security type' is set to 'Open' and 'Encryption type' is set to 'None'. Select OK and close the Manage Wireless Networks screen.
4. Go to Manage Adapter Properties, right-click on Wireless Network Connection and select Properties. Highlight Internet Protocol Version 4 and click on Properties.
5. Select Obtain an IP address automatically and Obtain DNS server address automatically. Then select OK.