
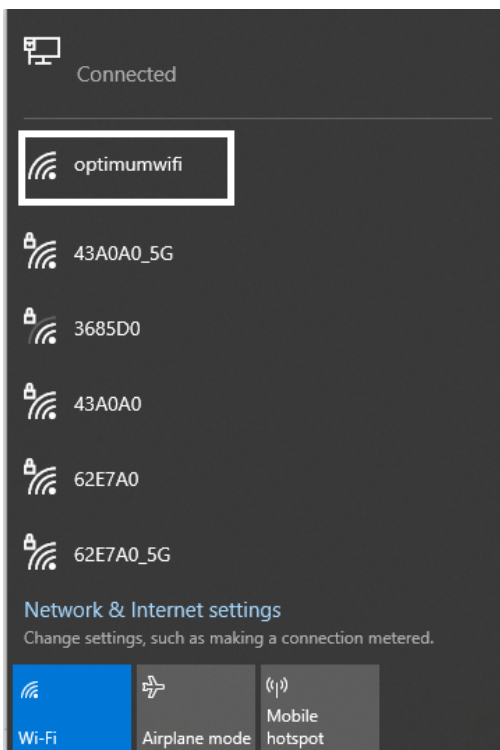


## Connect to the OPTIMUMWIFI

If the student is not able to see the optimum WIFI SSID listed in the connection list it could mean they are not close enough to a smart router or optimum hotspot, The below instructions provides a map showing the available smart routers/hotspots

### To connect to the internet

- Go to your Wireless Network Icon 
- Search on **optimumwifi** SSID.



- Once you see **optimumwifi** click on the SSID
- You will automatically connect & authentic to the network
- You now have Internet access

# Student WiFi FAQ

## **What if I can't log in?**

It is possible that the MAC address provided does not match the input submitted to the backend systems.

## **Check hotspots**

First, make sure you are in an Optimum WiFi hotspot. Using your WiFi-enabled device, look at the list of available networks and make sure that you see the network name "optimumwifi." This is sometimes called the SSID. If you don't see "optimumwifi" in the list, you are not in a hotspot area. You can check the map to find a spot close by.

## **Check signal bars**

If you do see the "optimumwifi" network name and still can't connect, again, check out your WiFi-enabled device to see how many signal bars are present. If you only have one or two bars you may need to move closer to the hotspot in an effort to increase signal strength. The map can be helpful here as well, or just move around a bit to see where the signal is stronger. Remember, the smaller the device, the closer to the access point you'll need to be. This is because the antenna in the smaller devices are usually not as strong as in a laptop.

## **Which browsers can I use to log in to Optimum WiFi?**

Optimum WiFi works with all major web browsers on both laptops and handheld devices. To use its "remember me" functionality, cookies need to be enabled in your browser.

## **Which operating systems can I use with Optimum WiFi?**

Optimum WiFi works with any operating system that supports a WiFi network adapter and Internet Protocol (TCP/IP) network connection.

## **I see the optimumwifi SSID or network name and still can't connect, why?**

If you see the "optimumwifi" network name or SSID and still can't connect, again, check out your WiFi-enabled device to see how many signal bars are present. If you only have one or two bars, you may need to move closer to the center of the signal. The map can be helpful here as well, or just move around a bit to see where the signal is stronger. Remember, the smaller the device, the closer to the access point you'll need to be. This is because the antennas in the smaller devices are usually not as strong as in a laptop.

## **I am sitting inside my local coffee shop and am having trouble connecting.**

### **Does Optimum WiFi work indoors?**

Some Optimum hotspots are placed outdoors in strategic areas like downtowns, parks and railroad stations, to provide Internet access in the places you need it most. Additionally, Optimum hotspots can be found inside select businesses, such as stores, cafes, salons and restaurants. We are constantly expanding the places where you can access Optimum WiFi — please click here to find hotspots in your area.

