

SCTS Guest Wi-Fi – Frequently Asked Questions

Access to the internet for staff and other authorised guest users using their own personal devices is now available across the majority of the SCTS estate. The following FAQs have been gathered based on testing and the experience of early adopters.

How do I access the service?

In order to use the service, you will be required to connect your device, e.g. smartphone, tablet, e-book reader, etc., to the guest network and login via the captive portal when requested to do so.

The guest network is called **SCTS_GUEST**

You will then be required to read and accept the Acceptable Use Policy prior to being granted access. This is a similar process to that implemented for other guest Wi-Fi services provided by, for example, coffee shops and transport providers.

What are my login details?

Your own personal username and initial password will have been sent to your designated email address. Following your first logon, you will be asked to change your password. Your new password must, as a minimum, be 7 characters long and contain

- One uppercase character
- One lowercase character
- One numeric character

You can also change your password anytime that you log on by selecting 'Change Password' at the initial sign on page. You will then be prompted to re-enter your current password, followed by dual entry of your chosen new password. Please be careful to observe the minimum requirements above.

It is important to remember your password once you have changed it, as it is not possible to issue password reminders. Forgotten passwords can only be reset to another random password and you will thereafter be able to change again as per above.

Do I have to login every time I wish to use the service?

You should stay connected as long as you remain within coverage of the guest network. If you venture outside of the range of network, you may require to log back in again upon returning to a coverage area.

There are, however, some settings within devices that can influence the behaviour of the device after periods of inactivity, e.g. power saving settings. This can result in disconnection of Wi-Fi and is very much dependent upon the device and its settings.

What will I be able to do once I am logged in?

The guest Wi-Fi service offers connectivity to the internet only. There is no access to the corporate network whilst connected to guest Wi-Fi and security controls are in place to ensure that the guest and corporate networks remain separate.

Why does my device appear to drop off the network, requiring me to log back in again?

If you venture out of range of the SCTS guest Wi-Fi network, you may require to log back in again upon returning to an area of coverage.

If your device is dropping off whilst staying within an area of coverage, then your device may be timing out due to a period of inactivity. It is recommended to check with colleagues nearby when this occurs to establish if this symptom is common within your area. If not, then it is likely your device timing out.

Why is my email application not synchronising or refreshing my emails?

The guest Wi-Fi service is designed to provide standard internet connectivity only. Some email client applications are able to operate normally through this type of service, whilst others may require additional features that are not available on the SCTS guest Wi-Fi.

You should be able to check your email via your web browser (webmail), assuming that your service provider allows this.

Is there a limitation to how much use I can make of the service?

There is no cap in place to limit the amount of internet usage on an individual user basis. There is, however, a maximum capacity or 'bandwidth' per user in place to ensure that use of the guest service is fairly shared and does not compromise the usability of other wireless networks sharing the infrastructure.

This restriction will be continually reassessed as performance metrics are gathered and may be subject to change based on these metrics.

There is also a limitation in place that only allows each user to have up to three devices connected at any one time.

Why do I get a security message when I am logging into the guest Wi-Fi indicating I am entering an untrusted site?

Some devices may regard the SCTS guest Wi-Fi service as untrusted as it is not listed within the device security settings as trusted. This is called 'certification' and some devices do not recognise the certificate presented by SCTS during the login process. The service is no less secure to devices that exhibit this behaviour than to those that don't.

Is the guest network secure, e.g. can I safely do online banking?

Considerable effort has gone into making the wireless networks across SCTS as secure as possible.

A web filtering service is in place to ensure that websites are blocked that have been identified as containing inappropriate content, such as those of pornographic or hate based

nature and sites containing malware or phishing content. It should be noted, however, that a guarantee cannot be given that all such sites are blocked due to the fluid nature of the internet.

Users are therefore encouraged to ensure that they take their own precautions in relation to their own devices, for example by use of security apps or software on their own devices.

SCTS cannot accept liability for any loss or damage to your device when using the guest Wi-Fi facilities.

I am having problem connecting my device to the guest network – what can I do?

Given that there will be a vast number of makes and models of personal devices in use, IT are unable to provide support at device level. There are, however, some basic troubleshooting steps that you can take:

- Ensure that Wi-Fi is enabled on your device
- If you can see the SCTS_GUEST network in your list of networks, try to connect (e.g. press 'Connect')
- If you can't see the network, try adding it manually as a network. If you are still unable to see the network, you may be trying from an area of the building that does not have Wi-Fi coverage. It is suggested to check if colleagues are able to access the network in that area.
- If you are connected to the network but are not receiving the portal login screen, try opening your internet browser and connecting to a website, e.g. Google
- If your browser is already open and you cannot reach the portal login, try closing down your browser and restarting it