wifinity

QUICK HELP GUIDE

Getting online

1. The first time you use the WiFi, connect to the 'Wifinity Onboarding' WiFi name and use the registration page (or visit https://hotspot.wifinity.com if it doesn't open in your browser).

2. After registration, click 'Go online' to receive your 'Home Networking Password', then switch to the WiFi name 'Wifinity Home Networking' using the QR code and the password.

Switching to the 'Wifinity Home Network' gives you the best possible speed. If you don't switch, you'll remain on a slower setup network.

Top tip | To go even faster, plug your laptop into the internet port in your room using a cable (if available).

Study.
Game.
Stream.
Connect.

Can I set up multiple devices, games consoles or my Smart TV?

Yes, you can connect multiple devices such as phones, laptops, consoles, and smart TVs. Scan the QR code for help or contact our support team.

I'm having problems with connecting a device and accessing websites, can you help?

Yes, you can speak to one of our team who will investigate the problem and help to get you up and running.

I need more help with my Wifinity WiFi.

For more information and useful articles, please consult our support pages.

I'm having problems connecting my mobile device

To connect a mobile device, turn off your Private Mac Address. Go to your WiFi settings, click on (i) next to the 'Wifinity' network and turn off the 'Private Wi-fi Address'.

Scan here for support or visit:

wifinity.co.uk/support

We're here to help you via live chat, email or phone.

support@wifinity.co.uk | 020 8090 1290 | wifinity.co.uk

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