

## North Yorkshire County Council - Public Access Wi-Fi Network

**Step 1** – Turn on the wi-fi adapter on your device and associate to the NYCC\_GUEST SSID. Ensure that your wireless adapter is set to receive an IP address via DHCP and you are not using a proxy server in your browser (these are the default settings and usually will not need to be changed).

**Step 2** – Open your web browser and enter the URL of a site that you wish to visit, for example [www.northyorks.gov.uk](http://www.northyorks.gov.uk). You will be redirected to the Guest Network login screen:

North Yorkshire County Council Guest Network

Welcome to the North Yorkshire County Council guest network. Please enter your username and password.

You can create your own account which will give you 28 days access! [Click here](#)

You will need a valid mobile phone in order to register as your account details will be sent via SMS to the number you provide.

**Network Login**

\* Email address: [input]  
\* Password: [input]  
\* Terms:  I accept the terms of use

Log In

\* required field

Forgotten your password or like to change it to something more memorable?

WARNING: Access to the information and contents available through this network are proprietary and confidential. Only authorized users may access this system. You may use the information and contents solely in the manner for which it is intended and authorized. We reserve the right to monitor your use of the network at any time and in any manner. Misuse or unauthorized access may result in legal prosecution, penalties or enforcement of regulations governing conduct and terms and conditions of employment.

**Step 3** – If you already have a username and password then proceed to Step 6. Otherwise click where indicated to create an account. Your account will be valid for 28 days.

**Step 4** – You will be taken to the registration page. Enter your name, mobile phone number, email address and read and accept the Terms of Use. You must have a valid mobile phone number to use the service:

North Yorkshire County Council Guest Network

Please complete the form below to gain access to the network. Registering will provide you with an account that is valid for 12 hours. You must have a valid mobile phone number to use this service as your password will be sent via SMS to this number:

**Visitor Registration**

\* Your Name: [input] Please enter your full name.  
\* Phone Number: [input] Please enter your mobile phone number. Your account details will be sent via SMS to this number.  
\* Email Address: [input] Please enter your email address. This will become your username to log into the network.  
\* Confirm:  I accept the terms of use

Register

\* required field

Already have an account? [Sign In](#)

WARNING: Access to the information and contents available through this network are proprietary and confidential. Only authorized users may access this system. You may use the information and contents solely in the manner for which it is intended and authorized. We reserve the right to monitor your use of the network at any time and in any manner. Misuse or unauthorized access may result in legal prosecution, penalties or enforcement of regulations governing conduct and terms and conditions of employment.

**Step 5** – Upon successful registration you will receive the following confirmation screen. Your account details will be sent

via SMS to your mobile phone and via email. Once received click "Sign In":

North Yorkshire County Council Guest Network

Your password has been sent to the mobile number and email address you entered. Once received, click Sign In below.

**Visitor Registration Receipt**

Visitor's Name: [input]  
Phone Number: [input]  
Account Username: [input]  
Expiration Time: Wednesday, 15 May 2013, 11:10 PM

Click Sign In to return to the login page and enter your username and password: [Sign In](#)

**Sample Email Confirmation:**

Welcome [redacted], your account has been created and is now ready to use.

WiFi Network: NYCC\_GUEST

**Visitor Account and Wi-Fi Instructions:**

- Make sure your wireless adapter is set to dynamically obtain an IP address
- Connect to the wireless network: NYCC\_GUEST
- Enter credentials:  
- Username: [redacted]  
- Password: [redacted]
- Account expires: Wednesday, May 15, 2013 23:02

Copyright © 2013 Aruba Networks, Inc. All rights reserved.

**Sample SMS Confirmation:**

Visitor Access  
Username: [redacted]  
Password: [redacted]  
Expires: 2013-05-15 23:10:56  
--  
Powered by Aruba  
11:10 AM

**Step 6** – At the login screen enter your username and password, read and accept the Terms of Use and click "Log In":

North Yorkshire County Council Guest Network

Welcome to the North Yorkshire County Council guest network. Please enter your username and password.

You can create your own account which will give you 28 days access! [Click here](#)

You will need a valid mobile phone in order to register as your account details will be sent via SMS to the number you provide.

**Network Login**

\* Email address: [input]  
\* Password: [input]  
\* Terms:  I accept the terms of use

Log In

\* required field

Forgotten your password or like to change it to something more memorable?

WARNING: Access to the information and contents available through this network are proprietary and confidential. Only authorized users may access this system. You may use the information and contents solely in the manner for which it is intended and authorized. We reserve the right to monitor your use of the network at any time and in any manner. Misuse or unauthorized access may result in legal prosecution, penalties or enforcement of regulations governing conduct and terms and conditions of employment.

**Step 7** – Upon successful login you will be redirected to the northyorks.gov.uk website.

**Step 8** – You are now connected to the Internet and can continue to browse to the site you wish to visit.

## North Yorkshire County Council - Public Access Wi-Fi Network – Frequently Asked Questions

**Q. I have registered an account but have forgotten my password. What should I do?**

**A.** Click on the link at the bottom of the login page *'Forgotten your password or like to change it to something more memorable?'*. This will take you to the self-service portal page.

Click the **'I've forgotten my password'** link and enter the email address you registered with:

A new password will be sent to the mobile phone number that you registered with.

**Q. I have registered an account but would like to change my password. Can I do this?**

**A.** Yes. Click on the link at the bottom of the login page *'Forgotten your password or like to change it to something more memorable?'*. This will take you to the self-service portal page.

Login with your existing username and password.

A summary of your account usage will be displayed. Click on the **'Change your password'** link:

Enter your existing password, enter and confirm the new password (min 8 characters) then click **'Change Password'**:

Your new password is now active.

**Q. Can I print from my device?**

**A.** It is not possible to print from your device on the wi-fi network. However, if you are in a library you can use the People's network desktop computers to gain access to a printer.

**Q. How long will my account last?**

**A.** Accounts last for 28 days, after which you will need to register again.

**Q. Can I use the same account in other County Council buildings?**

**A.** Yes your account will work in all council buildings that provide the free wi-fi service.

**Q. Can I use the same account for different devices?**

**A.** Yes you can use the same username and password for any of your devices

**Q. How many devices can I have logged on at once?**

**A.** You can have 2 devices logged in at any one time

**Q. How secure is the NYCC Public Access wi-fi network?**

**A.** The NYCC Public Access wi-fi network is as secure as any public WiFi network. This said by its very nature the internet is unsecure and customers should be responsible for their own personal details. For instance if purchasing items online only do so from websites protected by the padlock symbol which should show in the address bar.

North Yorkshire county Council is not responsible for the security of customers personal details sent over the NYCC Public Access wi-fi network as stated in the terms and conditions.

**Q. Is the NYCC Public Access wi-fi service filtered?**

**A.** Yes, the NYCC Public Access wi-fi network is a filtered service in line with the policy at NYCC Libraries. However Facebook and YouTube are allowed. Please note there is no age restriction for Facebook. This is because younger users with a personal device are deemed to have been given parental permission by virtue of having the device.

**Q. The web site I am trying to access is blocked. What should I do?**

**A.** Check that the URL you are trying to access is correct. If the site is blocked due to the NYCC filtering policy then please see a

member of library staff. They can provide you with details of the filtering policy and, if you still think the site is wrongly categorised, they can pass the site address back to our web filtering department for possible review.

**Q. What speed can I expect when using the free wi-fi service?**

**A.** The actual speed that the user experiences will depend on a number of factors including their device type, the building they are using the service at and the number of other users logged on. The service supports clients using 802.1a,b and n and is scaled to support a large number of users however, NYCC is unable to guarantee a level of service that a user will receive.

**Q. Is there a download limit when using the free wi-fi service?**

**A.** There is no limit to the amount of data that can be downloaded provided it is within the Terms of Use of the service.