



## **Public Wi-Fi guidance note**

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## Introduction

WiltsOnline is a free Wi-Fi Service provided using the Council's existing internal IT infrastructure that you will need to register before you can use. It will be available as per the opening times of the building you are in and for up to 12 hours before having to log-in again. Your account will be valid for 6 months, after which you will need to re-register to access WiltsOnline.

This is a non-statutory provided service, which is provided for use by citizen's free of charge whilst in Council buildings much like the wifi you may use in coffee shops, restaurants or hotels.

A range of devices can be used to connect to the public Wi-Fi Service: this includes laptops, Smart Phones and tablet PCs. The experience you receive will be nearly identical to that through using a desktop computer or laptop.

### **Connection – please see below for more details for various devices**

You will need to connect to the WiltsOnline wireless service in the same way as you would connect to any other wireless network (you should be familiar with how to do this on your device).

Once you have chosen the 'WiltsOnline' wireless connection you will need launch the internet and surf to a site for instance [www.wiltshire.gov.uk](http://www.wiltshire.gov.uk). This will prompt the registration page to appear. You will be asked for your name, email address and a mobile phone number (optional).

Please note that if you do not enter a mobile number you will have to gain access to your emails from another source. If you are in a library you can access your email on a library computer if you use web based email such as Hotmail, Gmail, and Windows Live etc.

Once you have completed this information you will be sent an email and text message (if a mobile number was entered) with the necessary password.

You can use your login on any other Wi-Fi device e.g. Smart Phone, tablet computer, laptop and can use them in any other location that WiltsOnline is broadcast.

Apple devices (iPhone, iPad, Apple laptop) users please note: your device will be logged out of WiltsOnline after an hour if there has been no activity is detected.

### **Printing**

It is not possible to print from your device. (However, if you are in a library you can use the People's network desktop computers to gain access to a printer).

### **Password**

Please note that if you do not enter a mobile number you will have to gain access to your emails from another source. If you are in a library you can access your email on a library computer if you use web based email such as Hotmail, Gmail, and Windows Live etc.

Once you have received a password you can change it for a more memorable one. You will need to follow the link on the login screen, if you go past the login screen you will not be able to change your password until the next time you login.

If you have forgotten your password can have it resent to your email address and mobile (if a number was entered). If you require it to be sent by text but you didn't provide a mobile phone number, you will need to re-register. The existing account will be overwritten.

## Filtering

WiltsOnline is a filtered Service using common web filters like you may have on your home internet, due to any potential concerns from members of the public the filter is slightly more restrictive 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. If a webpage is blocked try typing the full address into the search bar.

## Frequently asked questions:

Q. Can I change my password to something more memorable?

A. Yes once you have registered and been sent a password you can login and change it to something more memorable.

Q. I cannot set up an account or login?

A. please re-check this guide, a member of council staff may be able to help you and if there is still a problem they can log a ticket with our internal ICT department

Q. How long will my account last?

A. Accounts last for a 6 month period, after which you will be prompted to enter your registration details once again to receive a new password.

Q. How long can I use the Public Wi-Fi for in one session?

A. The time is limited to 12 consecutive hours before being logged off and having to re-start.

Q. The web site is blocked and I can't access it, what should I do?

A. If you are trying to access a website via a link try typing the full web address into the search bar. If this does not work go to one of the reception/library staff and give them the full web address of the blocked page

Q. What time of day is the public Wi-Fi available?

A. the Service is available during the opening hours of the building where you are using the public Wi-Fi

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

A. Yes your password will work in all council buildings that provide the WiltsOnline Public 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 into WiltsOnline at any one time

Q. Can I change my password to something more memorable?

A. Yes once you have registered and been sent a password you can login and change it to something more memorable

Q. How secure is WiltsOnline?

A. WiltsOnline 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.

Wiltshire Council is not responsible for the security of customers personal details sent over the WiltsOnline network as stated in the terms and conditions.

Set up guide for Windows 7 Computer



Click on the wireless icon at the bottom right-hand side of the screen.

Click on the '**WiltsOnline**' and '**connect**'



Windows will then ask you to choose the network type. Select '**Public**' and then '**Close**' when prompted.

Start-up your web browser, in this case Internet Explorer is being used.



The registration page will load (see registration section of this document page 6)

### Set up guide for iPhone

Start your iPhone and touch 'Settings'.



Touch the Wi-Fi icon and then make sure the slider is set to 'on'.



Touch the 'WiltsOnline' network link. The registration page will load (see registration section of this document page 6)

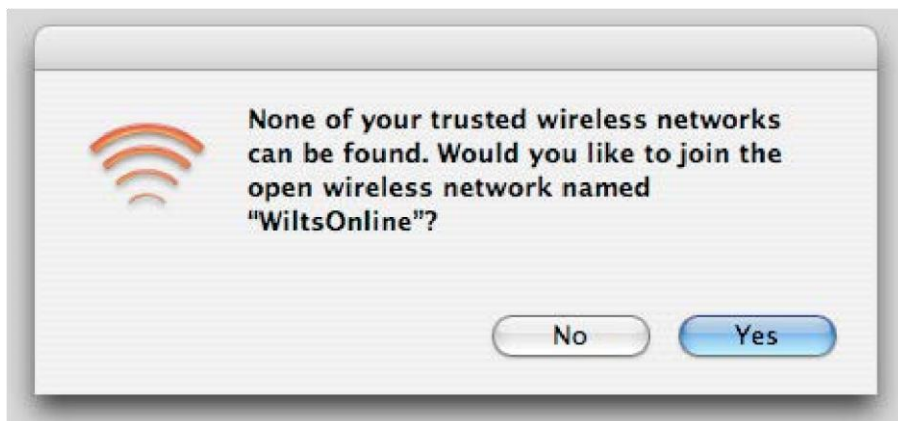
Apple devices (iPhone, iPad, Apple laptop) users please note your device will be logged out of WiltsOnline after an hour if there has been no activity is detected.

### Set up guide for Apple laptop running Mac OS X

Click on the 'Wireless' symbol and check that AirPort is turned ON, if it isn't, turn it on.



If you see this message, click 'YES'



Open Safari, or any other web browser that you use, you will be taken to the WiltsOnline log-in screen. See registration section of this document page 6. If the registration page does not appear try surfing to any well known website and this should force the registration page to appear.

### Android Devices (No screen shots available)

1. Go to settings
2. Select Wireless and Networks
3. Select Wi-Fi settings
4. Make sure Wi-Fi is turned on (has a tick in the box)
5. Look under 'Wi-Fi networks' for WiltsOnline
6. Connect to WiltsOnline
7. Launch your internet web browser.
8. See registration section of this document page 6



## Registration

If this is the first time you have used the W i l t s O n l i n e Wi-Fi Service please click on '**Don't have an account? Create your own account**'.

You will be taken to the registration page, complete all the required information. If you want a password text to you then you will have to include your mobile phone number.



Please login to the network using your email address and password.

[Don't have an account? Create your own account!](#)

* Email Address:	<input type="text"/>
* Password:	<input type="password"/>
* Terms:	<input type="checkbox"/> I accept the <a href="#">terms of use</a>
<input type="button" value="Log In"/>	

\* required field

[Forgotten your password, or like to change it to something more memorable?](#)

Please contact a member of staff at reception if you are experiencing difficulty logging in.



Registration page below.



Please complete the form below to gain access to the network.

Visitor Registration	
* Your Name:	<input type="text"/> <small>Please enter your full name.</small>
Mobile Phone Number:	<input type="text"/> <small>Please enter your mobile phone number. Your password will be sent to this number.</small>
* Email Address:	<input type="text"/> <small>Please enter your email address. This will become your username. Your password will be sent to this address.</small>
* Confirm:	<input type="checkbox"/> I accept the <a href="#">terms of use</a>
<input type="button" value="Register"/>	

\* required field

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

### Cookie Statement

A cookie is a collection of information that some websites leave on your computer to identify you if you use or return to the site. We use cookies on this portal to allow you to access the Wifi provided in Wiltshire Council buildings.

The name of the cookie that we use is core-16787[1].js and it is used for tracking the user as they go through the registration process – so that after they fill out the questionnaire, it then takes them to the receipt page.

By entering your details to register you are accepting the use of cookies on your device.

Once you have completed the registration you will see a confirmation screen and will shortly receive an email and text (if a mobile number was provided) with a password. Please keep this safe.



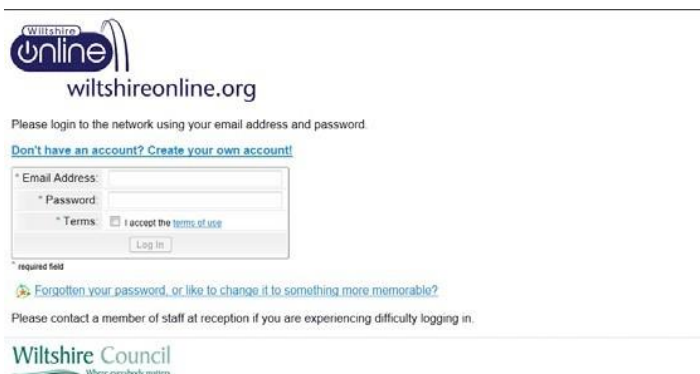
Your password has been sent to the Mobile Number (if provided) and email address you entered. Once received, click Log In below.

Visitor Registration Receipt	
Visitor's Name:	Ian Baker
Phone Number:	07810 528155
Account Username:	ian.baker@wiltshire.gov.uk
Expiration Time:	Wednesday, 13 February 2013, 10:14 AM

[Log In](#)



Click on '**Log-In**'. The following page will be presented. You will need to enter you email address and the password that was sent to your email address and mobile phone. At this point if you want to change your password click '**Forgotten your password or like to change it to something more memorable**' and follow the on screen instructions.



Once you have completed this, the Wiltshire Council web page will automatically load, after which you are free to browse.

## Changing/resetting your password

You are able to change your password to something more memorable, or have a new password resent. This needs to be done from the login screen, if you go past the login screen you will not be able to go back to it in the current session.



Click on the link at the bottom '**Forgotten your password or like to change it to something more memorable?**' If you are changing the password, you will need to complete the form, login and follow the on screen instructions or see page 8. If you have forgotten your password click on the link '**I've forgotten password**'.





## Self Service Reset Password

If you require your password sent by TXT, and did not provide a mobile number when registering, please re-register and enter a Mobile Number.

The screenshot shows the 'Reset Password' form. It has a single field for 'Email Address' marked as required. A 'Reset' button is located below the field.

[Registration Page](#)



If you are changing your password then complete the required information.



You will then be taken to the following screen Click on '**Change your password**'



## Wiltshire Online Account Self Service

Welcome to Wiltshire Online Self Service Account Management, Ian Baker.

- Username: **ian.baker@wiltshire.gov.uk**
- Account will expire at **Monday, 11 February 2013, 01:56 PM**
- Your IP address: **10.131.71.126**
- Connected since: **2012-08-15 14:58**
- Traffic received: **0.0 KB**
- Traffic sent: **0.0 KB**

- [Logout internet session](#)
- [Change your password](#)
- [Log out of self-service](#)



You will then see the following screen, complete the required information. **Please note the password must be 8 characters long.**



To change your password, please complete the form below.

Change Password	
Email Address:	ian.baker@wiltshire.gov.uk
* Current Password:	<input type="password"/> <small>Enter the current password for this account.</small>
* New Password:	<input type="password"/> <small>Enter the new password for this account.</small>
* Confirm Password:	<input type="password"/> <small>Confirm the new password for this account.</small>

\* required field

[Back to Wiltshire Online Self Service](#)



Once you have completed the form you will be presented with two confirmation screens.



Click on '**Log out of self-service**' and then '**Return to WiltsOnline Log in**' this will take you to the standard log In page.



## WiltsOnline Terms and Conditions

This policy includes our terms for the use of the Wiltshire Online public Wi-Fi network facility (the **Service**). The policy exists to allow the public to enjoy free access to the internet in an open environment. By connecting to this Service you agree to be bound by the terms of this Acceptable Use Policy (the **Policy**).

Violation of this Policy may result in the suspension or termination of your access to the Service and/or prosecution and/or Wiltshire Council co-operating with law enforcement organisations, government agencies, other legal authorities or third parties involved in the investigation of any suspected or alleged criminal or civil offence.

This Policy prohibits the following (each a **Prohibited Activity**):

- Using the Service in a manner which violates or facilitates the violation of any laws, regulations, or other government requirements in any jurisdiction or the rights of any third party, including using the Service:
  - to harm or attempt to harm minors in any way;
  - to commit an offence under the Computer Misuse Act 1990 (as amended);
  - in a manner that infringes the rights of others including intellectual property rights (for example by

downloading or distributing pirated software, music and films) or the terms of any software license agreements;

- to access, display, store or transmit any material that is unlawful, harmful, threatening, defamatory, obscene, infringing, harassing or racially or ethnically offensive, or which depicts sexually explicit images;
  - to promote unlawful violence, discrimination based on race, gender, colour, religious belief, sexual orientation, disability;
  - to carry out any activities which are fraudulent; ○ in connection with any other illegal activities.
- Using the Service in an immoral or improper manner including to make or send offensive, indecent, menacing, nuisance or hoax communications or to cause annoyance, inconvenience or needless anxiety;
  - Using the Service to violate the security of a network, service or other system including to gain unauthorised access to computer systems of the Council or of other users, or information held on them.
  - Use of the Service in a manner which may damage Wiltshire Council's reputation.
  - Using the Service for any activity which adversely affects the ability of other users of the Services or the internet or in breach of any third party policies for acceptable use or any other relevant internet standards (where applicable).
  - Using the Service for business purposes or to 'spam' including sending any unsolicited emails and collecting the responses of unsolicited emails.
  - Reselling the Service (whether for profit or otherwise).

By using this Service you agree and acknowledge that:

- you are fully responsible for all activities and communications in respect of your use of the Services
- you will not use the Services to carry out any Prohibited Activity
- you will not cause unnecessary noise and will respect the privacy of other users
- you will not plug equipment into electrical sockets and you will ensure that any other cables do not cause a safety hazard.
- you further agree to indemnify and keep indemnified Wiltshire Council in respect of all losses (including, without limitation, all direct, indirect direct and consequential losses to the fullest extent possible) suffered by Wiltshire Council as a result of any failure to comply with this Policy.

## Disclaimer

- Wiltshire Council does not guarantee that the Service will be compatible with your equipment, or warrant that the Service will be available at all times, uninterrupted, error-free, or free of viruses or other harmful components, although it shall take reasonable steps to provide the best Service it can.
- Wiltshire Council's Service provides a level of web content filtering to exclude racist, violent, pornographic or other offensive content. However, web content filtering is not foolproof and the Council accepts no liability for any data or content that you access or receive via the Service.
- The Service is monitored with a secure log of all use, including websites visited, for the purpose of helping to improve the Service and ensure users abide by the Policy. Wiltshire Council will not use any personal information in the log for any other purpose but may disclose such information to other people or organisations where reasonable in relation to the investigation of any suspected or alleged criminal or civil offence and in accordance with the Data Protection Act 1998 and other applicable laws.
- Wiltshire Council is not responsible for the privacy or security of your activities and, in particular, urges caution when undertaking financial transactions online. Online financial transactions are carried out at your own risk and Wiltshire Council does not accept any liability for any loss of any kind (including, without limitation, direct, indirect and consequential loss that may arise from the use of the services in connection with such transactions)
- Wiltshire Council is not responsible for the safety, security, configuration or integrity of any of your equipment or data used to access the Services.
- It is your responsibility to provide adequate security for your equipment, including antivirus software.
- Use of the services with your equipment and data is entirely at your own risk, and Wiltshire Council does not accept any liability for any loss of or damage to equipment and data (including, without limitation, indirect and consequential loss) that may arise through the use of the Services.
- Nothing in this Policy shall limit Wiltshire Council's liability for fraudulent misrepresentation or death or injury caused by the negligence of Wiltshire Council or any of its employees, agents, officers or subcontractors.

## Public Wi-Fi filtering guide

If you are trying to access a website via a link try typing the full web address into the search bar.

Any web pages that are blocked will display a filtering message similar to this:



SWGFL Filtering



wiltshireonline.org

Sorry, this page is filtered.

This site was blocked by restriction list: **SWGFL Pornography and Illegal or Age-Restricted Activity List**<sup>1</sup>  
Contact [filterenquiries@wiltshire.gov.uk](mailto:filterenquiries@wiltshire.gov.uk) for queries regarding filtering.  
Details of our filtering policy can be found at <http://www.wiltshire.gov.uk/wc-aup.html>

**[www.bittorrent.com/](http://www.bittorrent.com/)** <sup>2</sup>

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The filtering page:

1. Provides the name of the rule which has caused the page to be blocked, and
2. Is the full web address which describes the page which has caused the filter to be triggered.

If there is to be any chance to review a page for unblocking, then the text of 2 above must be provided **in its entirety** – ideally a screenshot<sup>1</sup> should be supplied.

There are a wide range of rules which cause the blocking message to appear – for instance, all .exe files or programs are banned from download. Other areas that are filtered include:

- Pornography and Illegal or Age-Restricted Activity
- Violence; Intolerance;
- Drugs and Substance Abuse;
- Proxy Bypass and Secure Search

Sites which trigger the filter in the lists above can be considered for unblocking, and exception rules can be created to permit access if it is decided this is acceptable.

Downloading of program files or applications (“.exe” files) will always present a security threat and this rule has no exceptions.

Staff should direct any queries to the internal ICT service desk, and can raise incidents on the internal IT self help portal

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<sup>1</sup> To take a screen shot (in Windows), press the “PrtScn” button on the keyboard. A copy of the screen can then be pasted into Microsoft Word etc.