Public WiFi Getting Started Guide

Welcome to Brighton & Hove City Council's Public WiFi service. This guide is designed to walk you through the process of getting online in designated Council buildings.

To connect, WiFi will need to be enabled on your device (it is often enabled by default, so you may not need to do anything). You will also need access to a mobile phone (for registration only).

When you are in range of our WiFi service, your device should prompt you that WiFi services are available. Choose the _Link Free option (this should be at or near the top of listed options).

Now open your web browser, i.e. Safari or Chrome. A page similar to the one shown on the right will appear.

If you are using the service for the first time, you will need to register. If you have used the service before simply login using the email address and password you chose during registration.

To register, click on the Create an Account link to the right of the Sign In button and complete the details shown the form and click on the Create New Account button. An example of the form is shown on the right here.

It is important that you complete the details including mobile phone number accurately as they will be used to validate your account.

Please be sure to keep a note of your email address and password as you can use this in other places too, not just for this session.

A text will be sent to your mobile phone. Please enter in the code included in the text message in the validation screen that will appear on your device and click the verification button.

You should now be registered and will be prompted to login.

Please note the following.

- If you're connecting to our WiFi for the first time you'll have to type in your details to sign in.
- You can only use this WiFi service where the _Link Free signal is available.
- If you're using a smartphone and you move away from a place where _Link Free is available, you can keep browsing using your mobile connection.
- If you're using any other device and you move away from a place where _Link Free is available, you'll have to connect to another WiFi network to keep browsing.

We hope you enjoy the benefits of using Brighton & Hove City Council's free WiFi service!

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Further Help

How do I connect using an iPhone/iPad?

Follow these steps:

- On your iPad or iPhone go to Settings > Wi-Fi > On.
- Under **Choose a network** tap **_Link Free**. (A tick will pop up on the left.)
- Click the home button and open the browser. When you try to browse the web you'll go to our sign-up page.

How do I connect using an Android phone/tablet?

Follow these steps:

- On your Android phone or tablet go to Menu > Settings > Wireless and network.
- Tap **Wi-Fi settings** and tick the wifi check box. Your phone will search for wifi networks.
- Tap **_Link Free** to connect to it.
- Open your browser. When you try to browse the web you'll go to our sign-up page.

How do I connect using a Windows PC (XP, Vista, 7)?

Follow these steps:

- If you're using a laptop with a wifi receiver button, make sure it's switched on.
- Go to Control Panel and click **Switch to Classic View.**
- Click on **Network Connections.**
- Choose **_Link Free** and click **Connect.**
- A warning box will pop up. Click **Connect Anyway**.
- Open your browser. It'll take you to our sign-up page.

*Your computer might remind you that **_Link Free** is a public network when you try to connect.*

How do I connect using a Mac?

Follow these steps:

- Click on the Airport icon in the top right and you'll see a list of all the wifi networks available (Make sure it's switched on first).
- Choose **_Link Free** from the list.
- Open your browser. It'll take you to our sign-up page.

How do I connect using a PSP?

Follow these steps:

- Switch on your PSP.
- Flip the WLAN switch to the On position. This switches on your wifi.
- Go to the main menu and choose Network Setup.
- Go to Network Settings.
- Choose Infrastructure mode.

- Go to Create a new connection.
- Choose Scan. Your PSP will search for wifi networks.
- When the network options appear, choose **_Link Free**.
- Confirm the settings.
- You'll be asked to Test the connection. Select OK.
- Go back to the main menu. Open the browser and type in any web address. You'll be redirected to our sign-up page.

How do I connect using a Kindle?

Follow these steps:

- Switch on your Kindle.
- Go to Menu > Settings > Wifi settings.
- Choose **_Link Free** from the list.
- Open your browser. It'll take you to our sign-up page.

I'm still having trouble. Is there someone I can call?

If you have tried all of the steps above and are still having trouble connecting, please call our helpdesk on 0118 919 0559. Our hours of operation are 6am to 10pm, 7 days a week.

Frequently Asked Questions

What is the WiFi Service?
It's WiFi, but unlike most other public WiFi services, it is free.

How much does the WiFi cost?
Our service is free. You will not be prompted for any methods of payment.

I have a number of devices. Do I need to register for each one?
No. Your registered login works for multiple devices

I need to register someone who doesn't have a mobile phone. Can mine be used for verification?
Yes. Your mobile phone can be used with multiple accounts for verification purposes, but please note that their account will be associated with your phone.

I have forgotten my password. How do I reset it?
If you try to login unsuccessfully, a password reset link will appear. Follow the instructions to reset your password. Please note that a verification code will be sent to the same mobile phone number that your account was originally registered with.