

## *Useful information for all team members of a venue*

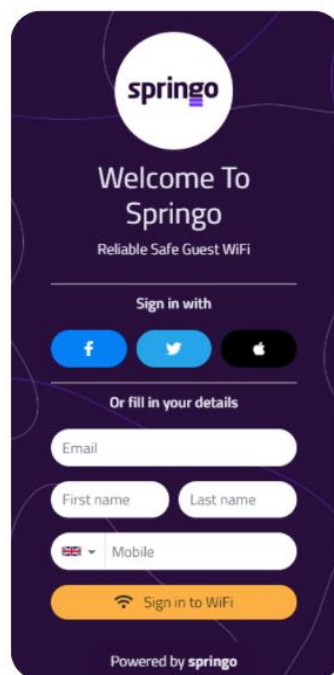
### ***What is Springo Guest WiFi?***

Springo Guest WiFi provides a great WiFi experience for your customers by keeping users separate on the network and regulating speeds to ensure heavy users do not impact others.

### ***How does a splash page work?***

When a user joins the Guest WiFi network on their phone, tablet or laptop – we auto pop-up a 'splash login page' which is branded to your company logo and theme.

The 'splash login page' will show pre-defined questions you've already setup, name, email address & telephone number for example. If the fields are selected as 'required' – then a user **must** enter their information to sign in. (non-required fields can be left blank and the login button will allow access). An example of the splash login page is shown below.



## ***How do the social logins work?***

If a user logs into the WiFi and then on the 'Splash page' clicks a social icon such as Facebook, Apple, Twitter or others you've enabled – we pull information from these logins to allow users to skip entering some information twice – however if we are unable to pull for example the users post code and you have set this as 'required' – we will prompt the user to enter their postcode before logging on.

*Note: We consider this a 'partial login' as we've collected some information from social media but still require some areas to be manually collected.*

## ***How do I change my setup?***

All branding, splash questions, speed limits, redirect after login & loads more customisation options are all controlled within the 'venue setup' on the Springo hub.

Our knowledgebase has all the articles & video guides you will need which can be found at <https://help.springo.io> by using the built in search function.

## ***What things should we be mindful of?***

- The more guests connected to the internet, the **overall** speed will be shared and therefore user speeds will decrease. – You can change 'user' speeds within the advanced tab inside your venue setup to provide an overall better experience, however we recommend once you've set this up to avoid changing it later.
- If a user has already signed in using the splash page, it is now too late to change speeds for example, the only way of doing this is to 'unauthorise' a user (please see the knowledgebase for a how to).
- A returning guest will be remembered by their MAC address (***this is a unique identifier code of every internet enabled device***), so they will not need to enter their information again when they return and will simply reconnect immediately.
- A returning guest AFTER the 'authorised time' which by default is 365 days – will see a "welcome back" message which they just click 'Connect' – this will re authenticate them to the WiFi.

- Occasionally a user might see the returning portal page within the time above specified – this could be either depending on settings within their device OR if equipment at the venue has been updated, this is quite normal – just click ‘Connect’ as we will remember the previous answers so do not need to ask again!
- Any additional questions you have added since they last ‘authorised’ will be prompted on this welcome back screen, for example if you added postcode after my first visit – on my returning splash popup it’ll prompt me to answer this **now**.

## ***A guest connects to the WiFi & is showing as connected – however they did not have the splash page or closed the splash page – what do we do now?***

For mobile users – the popup will happen usually within a second or two, however if this doesn’t happen there is a few things you can do to force it.

For laptop users – the popup will happen within 3-5 seconds and launch their web browser.

Tip: Laptop sometimes forget to change their default web browser and so it’ll launch Internet explorer, this browser is not supported on the internet anymore and will not work.

The quickest way is to ask the customer to open a web browser (Chrome, Firefox, Edge, Safari – or any other up to date browser).

Enter in the web address bar at the top **www.wifime.io**

You don’t need to enter https or http – it’ll auto redirect you to the splash page of your venue and the user can fill this in as they would the splash page and be online immediately.