



## Accessing Free Wi-Fi Guide

If you have trouble with this, feel free to call 475-675-0564 to access our free patient tech-support.

### **Free WiFi Offers:**

Several internet providers, including Xfinity and Spectrum, have opened access to free WiFi hotspots nationwide in response to the COVID19 pandemic. WiFi hotspots are areas outside of the home that provide internet access. s

### **How to Access Xfinity Free WiFi Hotspots:**

Xfinity free WiFi hotspots are available for anyone who needs them, regardless of whether they are a Xfinity Internet customer or not. Hotspot locations can be found in public places such as parks, shopping districts, and businesses.

### **How can I find which hotspots I have access to?**

To find exact hotspot locations, visit [xfinity.com/wifi/#find-a-hotspot](https://xfinity.com/wifi/#find-a-hotspot). Xfinity Internet customers can also locate them through the Xfinity WiFi Hotspots app.

### **How do I connect to a hotspot?**

1. Visit [xfinity.com/wifi/#find-a-hotspot](https://xfinity.com/wifi/#find-a-hotspot) to see a map of all Xfinity WiFi hotspots. Xfinity Internet customers can also locate them through the Xfinity WiFi Hotspots app. Open hotspots will be indicated by blue dots.
2. Go to a hotspot location. To access the WiFi for a hotspot, you must be in the proximity of the hotspot.
3. Once at a hotspot, go to your WiFi settings on your device and select "xfinitywifi" from the list of available WiFi networks
4. **If you are an Xfinity Internet customer**, you can sign in using your Xfinity ID and password to be automatically connected to Xfinity WiFi hotspots in the future. **If you are a non-Xfinity Internet customer**, continue by connecting to the WiFi hotspot by clicking the "Accept and Connect" button. Non-Xfinity customers will be able to renew their complimentary sessions every 12 hours.

### **How do I know if I have connected to a free hotspot?**

You should see and click the "Accept and Connect" button on your screen. Refer to images below of what your screen with this button should look like

**On a computer: Xfinity WiFi Hotspots Access Page**



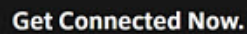
Email, mobile, or username #

Password

[Sign In](#)

Forgot your Xfinity ID?

[Forgot your password?](#)



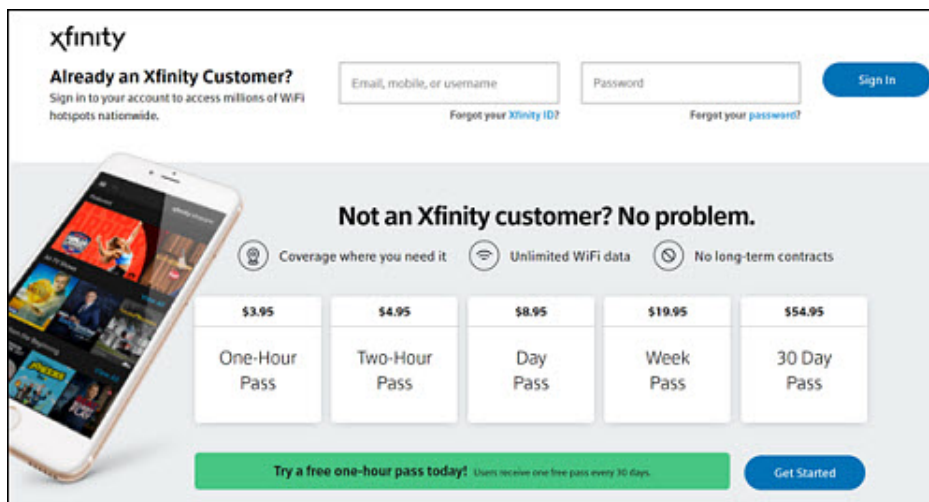
All you have to do is click the "Accept & Connect" button below to acknowledge you've read and agreed to the [Terms & Conditions](#) to get online.

ACCEPT AND CONNECT

[FAQ](#) | [Contact Us](#)

If you do not see the “Accept and Connect” button on your screen, and, instead, you see a login page and an option to purchase Xfinity WiFi Passes, this means you are attempting to access an Xfinity Home Hotspot that is **not** opened to the public. Refer to images below of what your screen would look like if you are *accidentally* trying to access an Xfinity Home Hotspot.

#### On a computer: Xfinity Home Hotspot Access Page

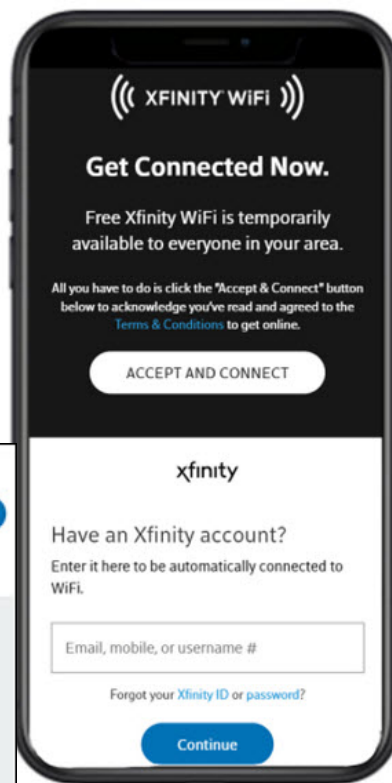


The image shows the Xfinity Home Hotspot Access Page on a computer. The page has a white background with the Xfinity logo at the top left. Below the logo, there is a section for existing customers with the heading "Already an Xfinity Customer?" and a subtext "Sign in to your account to access millions of WiFi hotspots nationwide." This section includes input fields for "Email, mobile, or username" and "Password", a "Sign In" button, and links for "Forgot your Xfinity ID?" and "Forgot your password?".

Below the login section, there is a section for new customers with the heading "Not an Xfinity customer? No problem." and three icons representing "Coverage where you need it", "Unlimited WiFi data", and "No long-term contracts". Below these icons is a table of pass options:

	\$3.95	\$4.95	\$8.95	\$19.95	\$54.95
One-Hour Pass					
Two-Hour Pass					
Day Pass					
Week Pass					
30 Day Pass					

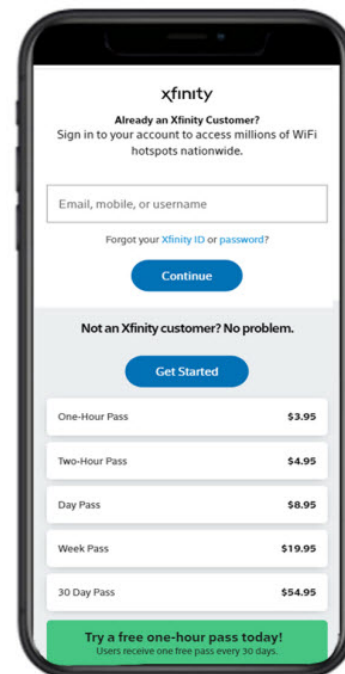
At the bottom of the pass table, there is a green button that says "Try a free one-hour pass today! Users receive one free pass every 30 days." and a blue button that says "Get Started".



The image shows the Xfinity Home Hotspot Access Page on a mobile device. The page has a dark background with the Xfinity logo at the top. Below the logo, there is a section for existing customers with the heading "Get Connected Now." and a subtext "Free Xfinity WiFi is temporarily available to everyone in your area." This section includes a link for "All you have to do is click the 'Accept & Connect' button below to acknowledge you've read and agreed to the Terms & Conditions to get online." and a button that says "ACCEPT AND CONNECT".

Below the login section, there is a section for new customers with the heading "Have an Xfinity account?" and a subtext "Enter it here to be automatically connected to WiFi." This section includes an input field for "Email, mobile, or username #" and a link for "Forgot your Xfinity ID or password?". Below this is a blue button that says "Continue".

#### On a mobile device: Xfinity Home Hotspots Access Page



The image shows the Xfinity Home Hotspots Access Page on a mobile device. The page has a white background with the Xfinity logo at the top. Below the logo, there is a section for existing customers with the heading "Already an Xfinity Customer?" and a subtext "Sign in to your account to access millions of WiFi hotspots nationwide." This section includes an input field for "Email, mobile, or username", a link for "Forgot your Xfinity ID or password?", and a blue button that says "Continue".

Below the login section, there is a section for new customers with the heading "Not an Xfinity customer? No problem." and a blue button that says "Get Started".

Below the "Get Started" button is a table of pass options:

One-Hour Pass	\$3.95
Two-Hour Pass	\$4.95
Day Pass	\$8.95
Week Pass	\$19.95
30 Day Pass	\$54.95

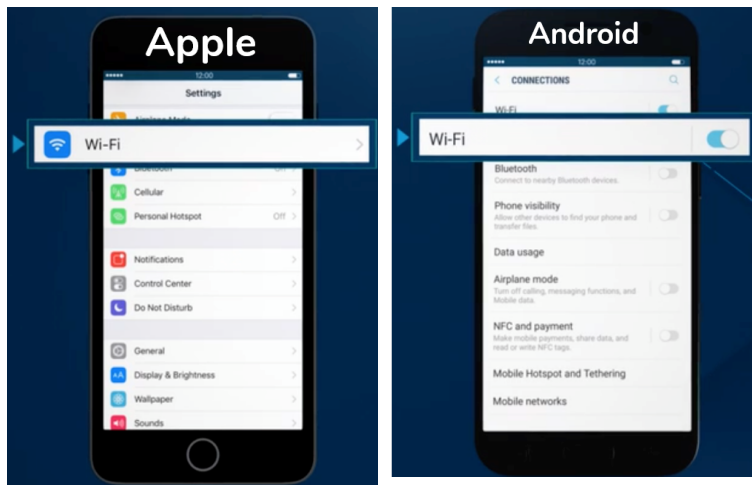
At the bottom of the pass table, there is a green button that says "Try a free one-hour pass today! Users receive one free pass every 30 days."

#### Accessing Starbucks Free Wifi

Starbucks is known for offering free, reliable internet access via their wifi. To take advantage of their WiFi, you will need to travel to a Starbucks near you. You should be able to park your car outside of the restaurant (or perhaps sit on the patio) and access the Internet.

Here are the steps you should follow:

1. Locate the nearest Starbucks. If you need help finding a store near you, go to [www.starbucks.com/store-locator](http://www.starbucks.com/store-locator)
2. Go to the Starbucks and park outside. WiFi doesn't have an unlimited range so park as close as you can to the store, or sit on the outside patio.
3. Open the Settings app on your device. The example images are labelled by device type to the right.
4. Click on the Wifi option. The example images are labelled by device type below.



5. To log on, simply select "Google Starbucks" WiFi network from the list, and when the Starbucks WiFi landing page loads, complete the fields, and click "Accept & Connect."
  - a. You will be asked to provide information, such as an email address. This is so that Starbucks can send you promotional emails. You can unsubscribe from these later.
6. If the Starbucks WiFi page does not pop up, open a browser, navigate to a website, and you will be redirected to the WiFi landing page.

### **Veteran's Discounts**

If you served in the U.S. military, you may qualify for discounts for internet plans.

The **FCC's Lifeline program** provides affordable internet services. Veterans can qualify for a Lifeline discount on internet or home phone services from major providers if you:

- receive supplemental income through the Veterans Pension and Survivors Benefit

Some states also offer a veteran's pension but only customers receiving the Federal Veterans Pension will qualify for the Lifeline discount. If you qualify for a Lifeline discount, you will get a \$9.25/month subsidy towards participating providers for internet or phone services, but not both. For example, if an internet provider's plan costs \$19.99/month, the Lifeline program will help pay \$9.25, bringing down the customer's cost to \$10.74/month.

The following internet providers offer discounted services to veterans:

Provider	Starting Price*	Speed*
Frontier Lifeline	\$10.74/month	Up to 6 Mbps
Windstream Lifeline Program	\$10.74/month	Up to 4 Mbps
Xfinity Internet Essentials	\$9.95/month	Up to 15 Mbps

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### **Frontier Lifeline**

Veteran families can get a discount from Frontier if they qualify through the government Lifeline program. With the government discount, Frontier Lifeline internet plans start at just \$10.74/month on standalone internet service. Prices and speeds will vary by location. You can also use your Lifeline discount on standalone phone service from Frontier, but not both phone and internet services.

### **Windstream Lifeline**

Windstream accepts the federal Lifeline discount for veterans. The Lifeline discount can be applied to either their phone or internet service (must choose one). Households residing in federally recognized tribal lands may also receive additional discounts.

### **Xfinity Internet Essentials**

Starting at \$9.95/month, qualifying veteran households will receive internet speeds up to 15 Mbps with in-home WiFi included. Contracts, credit checks, and installation fees are not required. In addition to WiFi at home, customers will also get access to 40 hours of Xfinity's nationwide WiFi hotspots every 30 days. Xfinity also offers low-cost computers which veterans can purchase a laptop or desktop for \$149. Discounted computers will also include Microsoft Office, Norton Security Suite, and a 90-day warranty.

To apply for Xfinity Internet Essentials, veterans participating in the VA Pension can submit an eligibility determination letter from the Veterans Administration.

### **EveryoneOn**

EveryoneOn is a national nonprofit that aims to connect everyone with low-cost internet. Veterans that participate in the Veterans Pension can qualify for internet and computer discounts. Search for discounts on their website ([everyoneon.org](http://everyoneon.org)) by typing in a ZIP code and selecting "Participate in Veterans Pension and Survivor Benefits."