Macquarie Regional Library
Wireless (Wi-Fi) Access Guide

Macquarie Regional Library provides free wireless Internet access at most Branches. The service is available 24 hours per day. The Library does not provide technical assistance to configure your equipment for wireless access. However, we do provide some tips for common problems associated with wireless networks.

Security limitations

Security in an electronic environment such as the Internet cannot be guaranteed and clients are warned that all transactions and communications are vulnerable to unauthorised use. These risks increase when wireless technologies are used.

Software programs exist that can be used to allow a casual user to analyse wireless data in real-time and therefore capture your private information including passwords and other sensitive data. Macquarie Regional Library assumes no responsibility for any damage, direct or indirect, that may occur while using our free Wi-Fi service.

How to limit security issues

➢ Never leave your laptop or other mobile device unattended.
➢ Turn off file sharing.
➢ Always make sure that all of your devices are protected by a rigorous anti-malware, antivirus and firewall security solution, and ensure that it is updated regularly.
➢ Ensure that your operating system (Windows, MacOS, Linux, etc.) has the most recent security updates installed.
➢ It's a good idea to avoid logging into websites where there is a chance that cybercriminals could capture your identity, passwords or personal information – such as social networking sites like facebook, online banking services or any other websites that may store your credit card information.
➢ If you need to access any websites that store or require the input of any sensitive information, it may be worthwhile accessing them using your mobile phone network rather than through a public Wi-Fi connection.

➤ By using a VPN (virtual private network) when you connect to a public Wi-Fi network, you'll effectively be using a 'private tunnel' that encrypts all of the data passing through the network, and helps prevent cybercriminals from intercepting your data.

Connecting to Macquarie Regional Library's free Wi-Fi

1. Click or tap the **wireless network icon** on your device. On a PC or Laptop, it either looks like two computers or a set of bars in the lower right corner of the screen.

   💡 **Tip:** The wireless symbol is located in the upper right corner of the screen on a Mac and most linux systems.

2. Select the library wireless network. The Wi-Fi names for each of our libraries are as follows:

Library	Wireless Network
Baradine	**Baradine Library**
Coolah	**Coolah Library**
Coonabarabran	**Coonabarabran Library**
Dubbo	**Macquarie Regional Library**
Dunedoo	**Dunedoo Library**
Mendooran	**Mendooran Library**
Narromine	**Narromine Library**
Trangie	**Trangie Library**
Wellington	**Wellington Library**

3. Select **Connect**

4. Open your favourite web browser. You should automatically be redirected from your regular home page to our Wi-Fi hotspot login page. You must read and accept the terms and conditons before being granted Internet access.

   💡 **Tip 1:** Some devices may automatically open a browser window immediately after connecting to the wireless network and display the hotspot login page.

   💡 **Tip 2:** If your device is not automatically redirecting you to the hotspot login page, try entering the following address into the address bar of your web browser: https://login.hitechwms.com.au

5. Read the terms and conditions, then click or tap on the **I agree** button to complete the login process and be granted Internet access.

Note:

➢ If you have problems connecting to the service, please check the troubleshooting section below.

➢ There are limited power points spread throughout the library. Please do not unplug equipment from power points in order to connect your own devices. If you need help finding an available power outlet to connect your device, please ask a library staff member for assistance.

Troubleshooting

If you are having trouble connecting to the library's Wi-Fi network, there are several things that you can check depending on your specific type of issue:

➢ **If you can't see any wireless networks available**
  o Make sure that you have Wi-Fi enabled on your device.
  o Restart your device and try again.

➢ **If your wireless signal keeps dropping**
  o You may need to move closer to the access point to get a better signal. A low signal will cause slow speeds and frequent drops. At most of our libraries, the access point is located near the front desk.

➢ **If you have good wireless signal, but Internet speeds are slow**
  o We have limited bandwidth available and there may be considerable traffic being used by other library visitors. It may be wise to come back at another time, or alternatively you can book a session on one of the public access computers instead.
  o Check what programs you have running on your device. Suspend or close any that are bandwidth hungry such as;
    ▪ Bittorrent/file sharing programs (e.g. uTorrent)
    ▪ Windows Updates
    ▪ Cloud syncing services like OneDrive, Google Drive, Dropbox etc.

- **Firewall blocking messages appear**
  - It is possible you may have installed a firewall that might block you from using open wireless hotspots. A message usually appears to indicate this. You will need to authorise access, or even disable the firewall while using the wireless connection. As there are many types and brands of firewalls, we are unable to provide detailed instructions on how to do this safely. If you need further assistance you should contact your firewall provider for advice.

- **I want to print from my mobile device**
  - Mobile printing is currently only available at Dubbo and Wellington Libraries. We are working to make mobile printing available at our other Branch Library sites as funding permits. Please ask library staff for a mobile printing handout which provides the information for printing from your mobile device.

  - At our library sites that do not currently offer mobile printing, please save your work to disk or e-mail the files to yourself, then login to a library public access computer and send to the printer.