



FAQ wifi.brussels

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1. How do I connect?

Go to your Wi-Fi networks in your device. Choose to connect to the network wifi.brussels.

The login page will pop up. Scroll down and click on [“Don't have an account”](#).

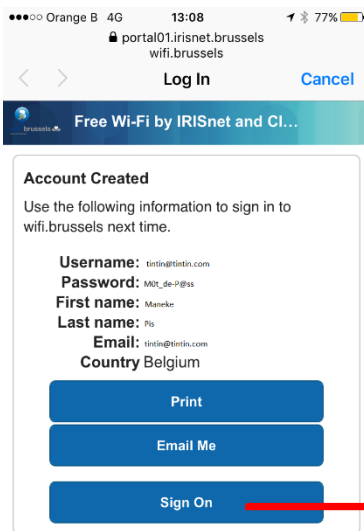
When you have selected this option, the following page will appear. You should fill out your personal data here.

N.B.: Make a note of the email address you use. This will be your login and the only link to a possible password reset.

Once you have selected the country, scroll down and read the terms and conditions. Tick [“I agree to the terms and conditions”](#) at the bottom of the page.

The Register button will then be activated





When you click on 'Register', the next screen will offer you three possibilities:

Print: if you have a wireless printer, you will be able to print your login and password.

Email Me: this will send you an email with your details, allowing you to keep the password for future use.

Sign On: this button will grant you immediate access to the Internet.

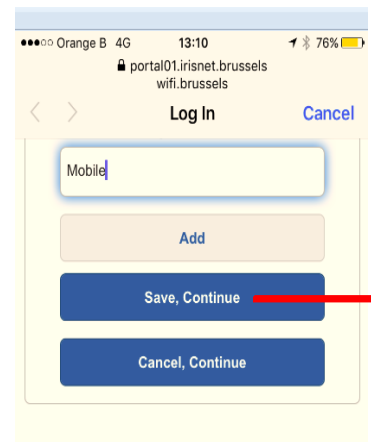
N.B.: Your login will remain active for one year.

Another two steps are needed to add your device to your new account.

The system will link the MAC address from your device to your wifi.brussels account.

Once you have given your device a name, you are all set!

Click on Save, Continue and enjoy wifi.brussels.



2. How do I retrieve my account?

Your account is the email address you used during the registration process. If you have forgotten which email address you used, create a new account with your current email address.

N.B.: If your new account is your email address followed by 1, this means that your email address was already included in the system. So you have just found your original account.



Wifi Brussels

Visit the web page <http://wifi.brussels/>



3. What do you do with my data?

The wifi.brussels system does not hold or go through your data. Your internet traffic remains private. Data can only be scrutinized when this is requested by a court of law as part of a criminal investigation.

4. How can I make my wifi.brussels connect automatically?

When you reach the final step in the subscription procedure, you can 'save' your device in our system, as shown in the last step in the 'how to connect' procedure.

This operation will allow your mobile to be recognised and automatically connected in future.

5. Are all types of traffic allowed?

The only traffic blocked is Peer-to-Peer.

6. Is there a limit on the traffic volume?

No.

7. How can I change my username?

It is not possible to change your username.

We advise you to create a new account with a new username.



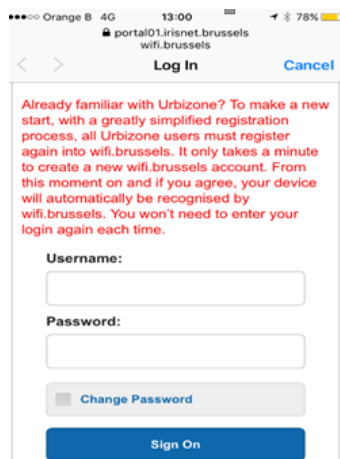
8. The system says my email address is invalid

This means that you have not entered a valid official email address.

(Cf. faq n°11)

9. How can I change my password?

When you create a wifi.brussels account, you are given a password automatically. You can then change your password.



Orange B 4G 13:00 78%

portal01.irisnet.brussels
wifi.brussels

Log In Cancel

Already familiar with Urbizone? To make a new start, with a greatly simplified registration process, all Urbizone users must register again into wifi.brussels. It only takes a minute to create a new wifi.brussels account. From this moment on and if you agree, your device will automatically be recognised by wifi.brussels. You won't need to enter your login again each time.

Username:

Password:

Change Password

Sign On

The new password must contain at least 8 characters and may include upper case letters, lower case letters, numbers and special characters.

10. How can I retrieve a password (if I've forgotten it)?

When the wifi.brussels account is created, the password is sent by e-mail to the address given upon registration.





11. I've recreated an account and entered my password but the system says: 'invalid password'

When you recreate an account with the same email address, the system automatically adds a number at the end of your email address.

E.g.: user@wifi.brussels / user@wifi.brussels1 / user@wifi.brussels2 / ...

This email address with a number becomes your new username (=login). You must therefore make sure you enter the correct email address (=login) and the corresponding password. Don't forget to click "Email Me" in order to receive and be able to save this information.

12. I can't log in

Some Android devices have problems accessing the login page if their web browser is set to https as the default page.

To avoid this, the user must try to open an http web page (not secured – e.g.: <http://www.wikipedia.be/>), then the wifi.brussels login page will appear.

13. I get an error message when I try to log in

The most common error message concerns the problem described in the question "I can't log in". If you have an Android device, first check your web browser's default configuration and switch from "secure" to "non-secure" mode. The connection to wifi.brussels should now work.

14. I can no longer see the Wi-Fi connection

The most common reason is that you are outside the range of the Wi-Fi coverage.





15. Why do I have to create an account to log in?

wifi.brussels needs to create accounts to be able to monitor your sessions on the network and allow the transfer of your session without interruption between different terminals. In addition, this system provides a higher level of protection than an unsecured wireless network open to all.

Still having problem?

Contact our helpdesk and have the following information at hand:

- Detailed description of the problem
- Place(s) where your problem occurred
- Type of device with which you have a problem (mobile phone –tablet - laptop? / brand? / model?)
- Your mac address:
 - If you have an Android, this information can be found here: http://optimum.custhelp.com/app/answers/detail/a_id/2820/~/finding-the-mac-address-on-an-android-phone-or-android-tablet/
 - If you have an iPhone, the information can be found here: <http://www.macinstruct.com/node/554>

Helpdesk : IRISline - 02/801.00.00 - irisline@cirb.brussels

