

# DOWNTOWN WIFI FAQ

## **Where can I connect?**

Downtown TC's WiFi is currently available outdoors in all of downtown in the entire DDA District.

## **How do I connect?**

To use this service, you need a functioning device - such as a laptop computer, smart phone, tablet, etc. that has a properly configured wireless network adapter.

Using your device outdoors, scan for WiFi networks. Connect to the network called "Traverse City Wifi". You will then be directed to a web page where you must acknowledge the Downtown TC's Terms of Service and Acceptable Use Policy. After agreeing, you will be directed to the Downtown Wifi Landing Page.

## **Is a password required?**

No password is required whatsoever.

## **Does the City collect any information about me or my device?**

Downtown TC does not have access to your device or collect any personal information of users connecting to the WiFi. The system does, however, collect computer information such as type of computer, operating system, and WiFi usage that will help us better serve you as this program grows.

## **How long can I be on without interruption?**

Connections will last as long as 90 minutes. After that connection time, users must reconnect and acknowledge the Terms of Service and Acceptable Use Policy again.

## **Is it free?**

It's better than that! It's complimentary.

## **Why can I not connect?**

It is possible that your settings are not configured to search for new WiFi's. Remember, you must be outside to enjoy the complimentary WiFi.

## **Where can I report a problem?**

All issues can be reported to 1.231.922.2050.

## **Why does the Free WiFi not show up in my list of available wireless networks?**

Downtown TC's WiFi was constructed primarily for outdoor access. However, in some locations the signal is strong enough to reach indoors.

## **Can I use the Complimentary WiFi on my smartphone?**

You sure can! In fact, most of the devices that connect are smartphones, so you will not be alone.

## **Can I use WiFi to run my business?**

The WiFi is intended for outdoor, casual use. It is not advised that you use it to run your business.



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