

## WIRELESS INTERNET ACCESS – Configuration Guide

To connect to the **FreeTown** wireless internet access you can use the following configuration guide.

If you are having trouble connecting, please check with your technical support for assistance, or contact one of our user support associates on the **FreeTown** home page.

District staff, or Tranzeo staff, cannot help configure your computer.

### How do I connect?

Prior to connecting you should have set up a perimeter defence, with a minimum:

- Windows XP Service Pack 2 firewall or similar;
- Fully updated and running Anti-Virus product or similar;
- Some form of browser protection to keep out Malware;
- Turn off file sharing unless you want other people looking through your files;

Please refer to the following Microsoft website on working securely from wireless hotspots if you are unsure: [www.microsoft.com/atwork/stayconnected/hotspots.mspx](http://www.microsoft.com/atwork/stayconnected/hotspots.mspx) .

To connect, make sure your wireless network card is turned on, and open the settings for your wireless card:

**Windows** - These can be found in the Start Menu under Programs, in Control Panel, or on the Task Bar:

- Ensure your wireless network card is configured for “open” access.
- If your wireless card does not automatically scan for available networks, then under the card settings type " FreeTown " into the SSID to find the network.
- Select the FreeTown signal to connect to. Once connected, a web page will come up with further instructions and a Terms of Use Policy that you will need to consider.
- If you have agreed to the policy, you will be redirected to the District of Maple Ridge website Home Page. You can now begin using the internet.

**Macintosh** - Open Internet Connect in the Applications folder and click AirPort in the toolbar:

- If you don't see the AirPort icon in the toolbar, you either don't have an AirPort card installed or it has not been installed correctly.
- Choose your network from the Network pop-up menu. If the FreeTown network is not in the list, choose Other and then enter the network name. Then click Connect.
- Select the FreeTown signal to connect to. Once connected, a web page will come up with further instructions and a Terms of Use Policy that you will need to consider.
- If you have agreed to the policy, you will be redirected to the District of Maple Ridge website Home Page. You can now begin using the internet.

### **What if I cannot connect?**

Please ensure your hardware and software are configured correctly, and that you have followed the steps outlined above.

If you are having difficulties, please check the 'What's New' or 'Online Services' sections of the District website – [www.mapleridge.ca](http://www.mapleridge.ca) – to see the status of the **FreeTown** network. It may be down or experiencing problems. If the network is down, it will likely be re-established on the next business day.

### **Can someone help me configure my computer?**

Yes. Check with your personal technical support, or call one of our user support associates noted on the **FreeTown** website home page, or on the **FreeTown** page of the 'Online Services' section of the District of Maple Ridge website.

Municipal staff or Tranzeo staff cannot help configure your computer. Everyone's computer is different and you are responsible for knowing how to configure your own equipment. We cannot be responsible for any changes you make to your computer's settings. This is a free public amenity; consequently, we are not able to provide support for users.