

# Wi-Fi Information

## Hints and Tips to help improve the on Site Wi-Fi Experience

### What can I use Wi-Fi for?

Club Wi-Fi is designed for basic web surfing and checking emails, due to the limited bandwidths available in many of our rural locations.

We are trying hard, where possible, to enhance things; however you won't be able to do all the things you do when using your home broadband, such as streaming videos and TV, downloading photos or using video calling services such as Face Time or Skype.

The Club is currently trialling a service called Content Filtering to try and improve the Wi-Fi experience for everyone. This involves limiting access to certain websites, content and file types that tend to be data hungry to see if this helps the Wi-Fi performance on site.

This is just a trial and The Club is committed to keeping this to a minimum. Visit [www.caravanclub.co.uk/wifi](http://www.caravanclub.co.uk/wifi) for more details.

There are many data challenges, with 2014 seeing a huge surge in members uploading and downloading content.

Did you know what when you have been out for the day, taking photos on your smartphone, that when you return to site and connect to the Wi-Fi all these photos upload automatically to The Cloud? Multiply this by say 100 people on site and this can stop the Wi-Fi working for everyone. You can turn automatic updates to The Cloud off on your individual smart device (in settings) and give everyone a better experience.

To switch between devices you need to log out. Type [logout.net](http://logout.net) into the address bar and click the 'log off' button.



## Wi-Fi availability

There are some sites that do not have 100% coverage and some areas of the site may have a better signal than others. In 2015 we will be able to provide 'Coverage maps' showing which areas are better than others to help you choose a pitch which suits you.

Struggling to get online in your van? Your van can act like a 'faraday cage', blocking the Wi-Fi signal which, in short, means that it may be preventing you accessing Wi-Fi – it's always worth stepping outside to see if it makes a difference!

Like any service we cannot guarantee 100% availability. We've had previous issues where storm damage or lightning has taken the service out of action, and we've even seen evidence of wildlife nibbling at equipment! So sometimes we may have to tell you Wi-Fi is not available, but we will be doing the very best we can to work with our partners to get things fixed and up and running as quickly as possible.

## Struggling to access Wi-Fi?

By simply connecting to The Caravan Club Wi-Fi on site you will have FREE access to [www.caravanclub.co.uk](http://www.caravanclub.co.uk). Test it and see if you're happy with the speed. If you're happy and want full internet access you can then choose a package that suits you best.

Did you know that 95% of all contacts from the wardens to the AirAngel helpline are not system problems? We have tried hard to simplify the process, for example by adding a double email check at registration to prevent members registering with an incorrect email address – we all do make typing errors so this should help. Please do double check your email address and password upon registration before submitting as if there is a mistake it may take a little while to resolve.

For each purchase of Wi-Fi please remember that this can only be used on one device at a time. If you want to switch from one device to another you must type [logout.net](http://logout.net) into the address bar and click the 'log off' button.

**Still need help? By simply connecting to the Caravan Club Wi-Fi you will have FREE access to [www.caravanclub.co.uk/wififaq](http://www.caravanclub.co.uk/wififaq) where you can find lots of frequently asked questions.**