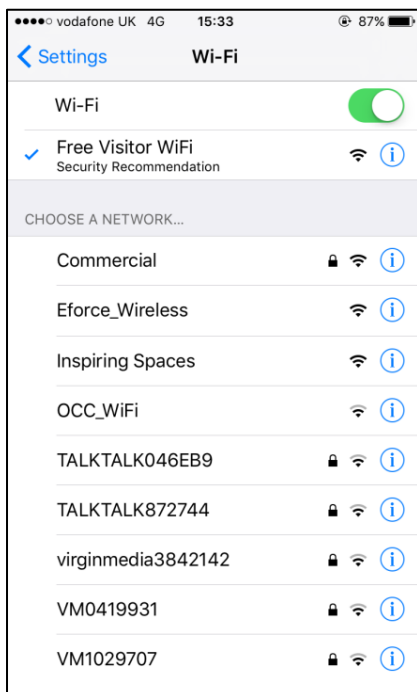




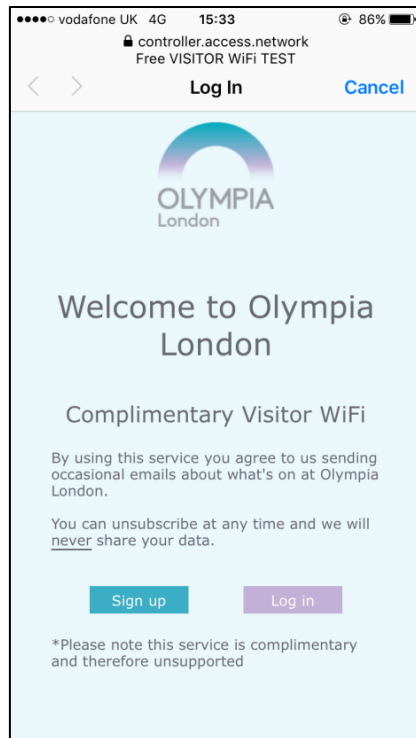
Hello and welcome to Olympia London

We offer complimentary WiFi to all our visitors. To get connected to this service please follow our step by step guide below.

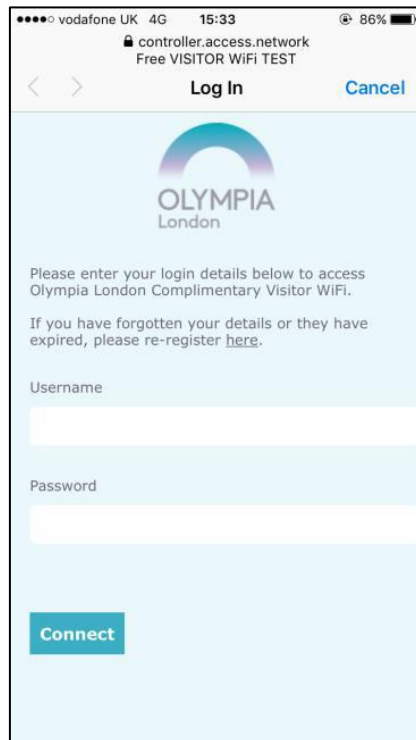
Step 1: Go to your device settings; switch on WiFi and select 'Free Visitor WiFi'.



Step 2: Once selected, the WiFi home page will pop up. If not, open your browser and you will be directed to the following homepage.



Step 3: If you are a new user, click the 'Sign up' link to register. If you already have access to your WiFi login details please click 'Log in' and enter in your username and password located in the confirmation email before clicking 'Connect.'

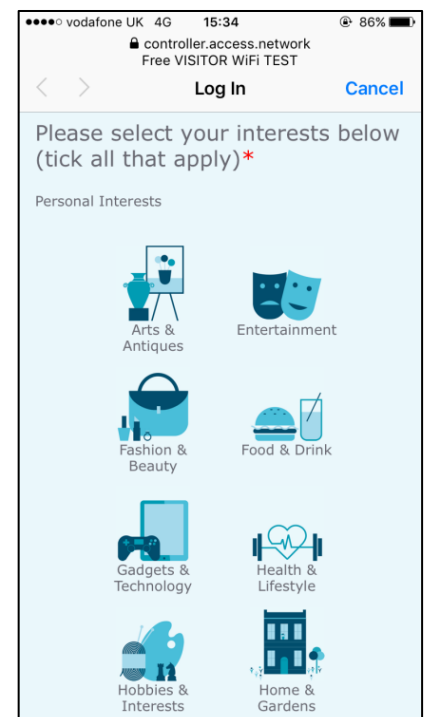
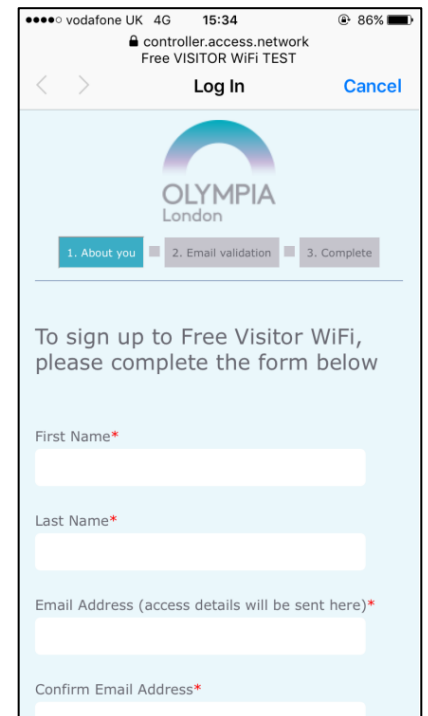


Step 4: For new users, after clicking 'Sign up' on the WiFi homepage you will be

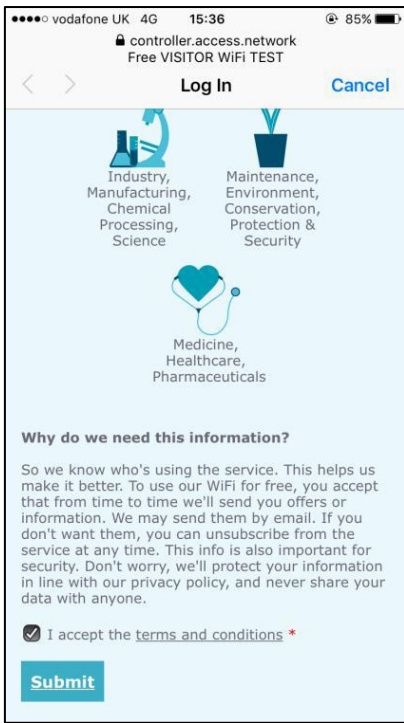
directed to the 'About you' section. Please complete the form with your basic information and interests. Once complete, accept the T&Cs before clicking 'Submit.'

Please ensure...

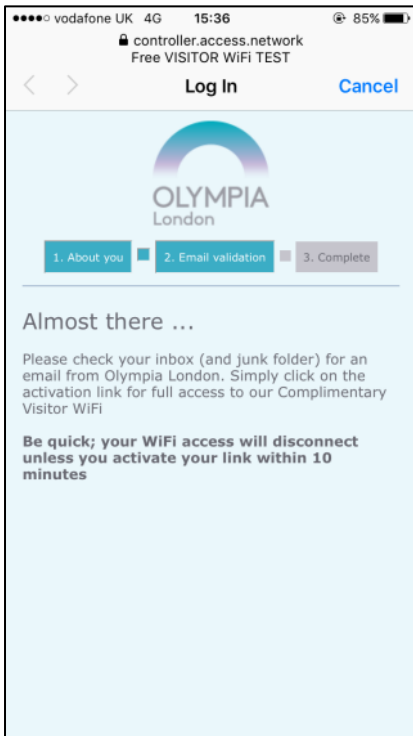
- **Your email address is inputted correctly as your login details will be sent here.**
- **Your postcode includes a space within it e.g. W14 8UX**



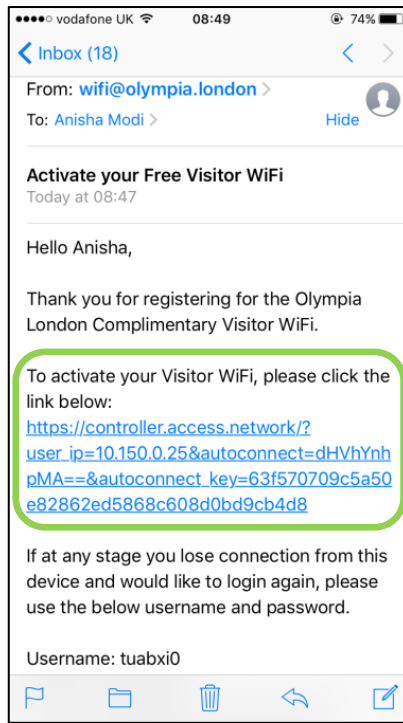
Please see overleaf...



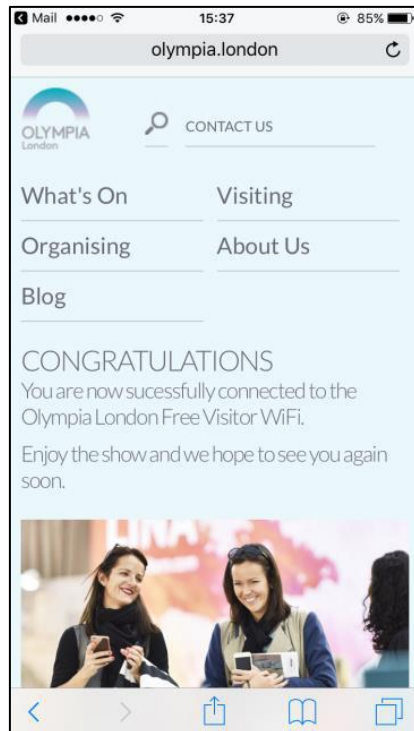
Step 5: You're nearly there. An activation link will now be sent to the email address you provided, please now check your inbox (or junk folder) for an email from wifi@olympia.london



Step 6: Once you have located your email, please click the confirmation link (highlighted in green) to approve access to the Complimentary Visitor WiFi.



Step 7: The WiFi homepage will now appear. Please wait a few seconds for your WiFi connection to be successful. The below page will appear when you are fully connected.



Step 8: You will now have complimentary WiFi access for seven days. Do keep your confirmation email during this period in case you lose connection and would like to log in again.

FAQs

How fast is the WiFi?

The service is a 0.5mb uncontested connection, dedicated to your device.

Do I have to register again each day?

No. After you have logged in once, the network will remember your device for seven days. If the WiFi is left inactive your access will expire after 3 days.

What happens if I go outside?

You can leave the venue and, when you return, you'll automatically be logged back in as the system identifies your device via a unique mac address.

My WiFi has stopped working. What can I do?

It may be that your device has gone idle or to sleep. In which case try refreshing your connection by disabling, and then enabling the WiFi on your device.

I need technical support, who can I call?

As this is a complimentary service, we do not offer technical support to individuals. If you would like to upgrade to a faster, supported service call our WiFi team, eForce, on 020 7598 2400.