HCA Grimsby - The East Coasts' Finest Marina

The features of the new system are:

It should provide at least 95% coverage of the marina area and clubhouse.

The system actively manages the available internet capacity to ensure users are allocated a fair share of the capacity, i.e. it makes no difference to the capacity you get if your boat is next to an access point or further away, if you get a signal you will get the same level of service.

It will allow for, at anyone time, at least 20 members to use the system for the purpose of basic web browsing and email. In evaluating the speed of the service please remember that is 20 people using the same amount of internet capacity as one household has, so it is not going to be fast but should get you that weather forecast to keep you safe.

The system will allow for more than 20 people to be logged on, but if more that 20 people actually start using the system at the same time it will get very slow. So please think of others when you're using the internet.

To reduce unnecessary connections users will need to login to the system each time they want to use it, as opposed to the current system which automatically logs in any device that has been used before. On the new system each login will last for 2 hours.

All connections are logged and the sites visited are recorded to support compliance with current legislation. A monthly report of usage by voucher code will be presented to the committee to allow for informed decisions to be made as to what the next steps should be e.g. are further controls required or should more capacity be considered.

The system does not support the streaming of music or media, but will support downloads. Downloads are likely to take longer than at home given the limited internet capacity coming into the club.

The system has 'web filtering', which blocks certain sites e.g. pornography, game sites, sites promoting weapons / terrorism etc. On occasions certain legitimate sites may be blocked, if this happens to you please send an email to wifi@hcagrimsby.co.uk and we will arrange for the site to be validated and made viewable in the future.

HCA Grimsby - The East Coasts' Finest Marina

Hints and Tips to get the most out of the system:

1. Avoid having multiple tabs open in your web browser as this will make browsing slow.

2. Whilst the system will support downloads to update virus checkers and operating systems (e.g. Windows 7 and 8 etc) this will slow down your web browsing, so it is suggested you might wish to turn these off whilst accessing the internet in the marina.

3. You should get a signal down below on your boat but you are more likely to get a stronger signal near a window or the hatch.

4. Please do log off when your not using the system as this will reduce the internet capacity being used even if your not actively web browsing. This is particularly important if you have not disabled system updates for your virus checker / operating system.

5. If you loose your voucher code please contact wifi@hcagrimsby.co.uk and a reminder will be sent.

6. If you need to change the two registered devices on the system, please call or email the supplier (camping connect). They will then reset your voucher code to allow you to re-register two devices.

   Phone: 0843 523 6236

   Email: help@campingconnect.co.uk

HCA Grimsby - The East Coasts' Finest Marina

Additional Information: (Source BBC news 9th December 2014)

Average download speeds are 23 megabits per second (Mbps)

3% of premises do not have basic broadband of 2MBps

15% can't receive 10 Mbs – the usual requirement for a typical household these days.

There is a huge gap between the minimum and maximum broadband download speeds available in Britain – Ofcom has found some premises receiving just 0.1 Mbps and others 350Mps.

In context:

HCA marina has a total of 7Mbps and aims to offer 0.25Mbps to each user logging on to the system.