Camping Connect

Connecting to a WiFi Hotspot with
Windows XP

☐ Enable your Wireless Card
This can be done on some laptops with a switch/ button, alternatively there may be a small icon in the task bar near the clock that shows the wireless driver.

☐ View Wireless Networks
Right click on the wireless network utility. This will be located in the bottom right hand corner of your screen. You will see a dialogue that invites you to 'View Available Wireless Networks'. Windows should then tell you that there are available wireless networks.

☐ Select Camping Connected WiFi (or YOUR PARK NAME WIFI)
Locate the network in your network list and have a look at the green bars. If you see two bars or less then the signal strength may be too low. The more bars, the better!
Select 'the network name' and click on Connect. A message will pop up telling you that you are trying to connect to an unsecured network and that your data may be visible to other people.
Click on 'Connect anyway'. After a few moments, it should then say that you have successfully connected.

☐ Open your Browser
Next you will need to open an Internet Browser.
The most common web browsers are Internet Explorer, Chrome or Firefox. Either one is compatible with our system. You will be redirected to the portal page where you can choose your payment / access method or enter your password.

Troubleshooting
Windows XP

I cannot see any Wireless Networks
Most laptops have a button to enable disable wireless cards, ensure that this is switched on.
Make sure that you are within coverage of the hotspot. Ask staff for details.

I have connected to the wireless network but I have a blank page or "page cannot be displayed" message when opening my Internet browser
Try the following fixes but make a note of any settings that you change, as they may need to be changed back for your office or home network
In Internet Explorer, go to Tools – Internet Options – Connections. Ensure Never Dial a Connection is selected. Click on LAN settings and ensure no boxes are ticked. Click OK then OK again. Close down Internet Explorer and reopen it.

1. Check your network settings.
2. Go to Start – Control Panel – Network Connections.
3. Right mouse click on the Wireless Network Connection and select Properties.
4. Towards the bottom of the list, select Internet Protocol TCP/IP and then Properties.
5. Ensure that Obtain an IP address automatically and Obtain DNS server address automatically are selected. Click OK then OK again

NOTE: Some firewalls such as Norton or McAfee can prevent you from connecting to a network, try disabling this temporarily.

If you are still unable to connect to the Internet, please contact our helpdesk on 08435 236 236 or email help@campingconnect.co.uk

Connecting to a WiFi Hotspot with
Mac OS X

☐ Click the wireless icon at the top right of the screen
Select Camping Connect or your network name from the dropdown menu. If you cannot see any wireless networks ensure your Airport is On.

☐ Open your web browser (or an auto pop up may appear on newer versions of Mac OS X)
Next you will need to open an Internet Browser.
The most common web browsers are Chrome or Safari. Either one is compatible with our system. You will be redirected to the portal page where you can choose your payment / access method.

Troubleshooting
Mac OS X

If you are not redirected to the portal page, you may have some static IP settings set on your Mac. These are sometimes required for business/office networks but will stop you connecting to any other networks such as public hotspots. Providing you make a note of anything you change, it shouldn't be a problem changing these settings.

To check that your settings are set to automatic:
Click on the wireless icon at the top right of your screen and select Open Network Preferences
Click Airport from the left hand side and then Advanced
Click on the TCP/IP tab
Configure IPv4: If this is set to anything other than Using DHCP, make a note of your IP address, subnet mask and gateway as you will probably need to change these set- tings back when you return to work or home. Once you have made a note of the settings, change Configure IPv4 to Using DHCP

Now click on the DNS tab and make a note of any DNS addresses that you have in the list and then remove them using the – (hyphen) button at the bottom of the list. It is normal to have one DNS address in the list that appears greyed out. This is provided by our system automatically when connecting to our network.

Now click on OK and close any open windows.
Open your Internet Browser such as Safari or Firefox and try again.

If you are still unable to connect to the Internet, please contact our helpdesk on 08435 236 236 or email help@campingconnect.co.uk

iPad iPhone and iPod Touch
User Guide

On the first main interface touch Settings then touch Wi-Fi.
Make sure that Wi-Fi is set to ON at the top and you should then get a list of all available WiFi networks in your area.
Touch the network you would like to connect to and the connection should then be established after a few seconds. Now that you are connected to the network, open Safari, which is the Internet browser.
You should now get automatically redirected to the portal page.
You then need to click the relevant option to you.
If it is your first time using the service you will need to click 'Pay Via Paypal', or if you have been supplied with a voucher you should click 'Use a Voucher' and then enter your voucher code.
If you have used the service before you will usually just log in, as the system remembers if you have used it before and your password is still valid.
Once you have entered your login credentials you will be redirected to our home page and you will be free to browse the web at your leisure.

Common Issues
iPad/iPhone Devices

Cannot activate login button or Safari refuses to continue after input of text in dialogue boxes.
1. Close Safari and go to the 'Settings' icon
2. Scroll down to find the Safari settings
3. Click on AutoFill if it is turned on (as shown below)
4. Turn off "Use my contact info"
5. Turn off "Names and Passwords"
6. Cleared all names and password
7. Close settings by pressing the Apple Function Button (more commonly known as the circle button)

Other Issues

The Autofill option under Safari settings looks like this.
Note this iPad is set to 'On' which is causing the problem.

So click on the Autofill to reveal the options and set them to 'Off' as shown below. Then click the Safari arrow box in the top left hand side of that frame and the Autofill will be shown as disabled as shown below.

The Autofill option under Safari settings looks like this. Note this iPad is set to 'On' which is causing the problem.
Accept Cookies should be set to Always and JavaScript can be set to 'On' if connecting problems still occur.

Samsung Galaxy
User Guide

1. Pull down notification bar at the top of the screen
2. Press and hold the Wi-Fi option
3. Locate Camping Connect WiFi
4. Press to connect
5. Once connected you may be notified to Sign in to a Wi-Fi network
Pull down the notification bar from the top of the screen and click on the notification
This will take you to the User Experience portal where you will need to buy time or log in.
After you have successfully connected you will then be able to browse to your desired web page.

Troubleshooting
Samsung / Android

If you are having problems connecting, but your network seems OK there are a few things to try.

☐ Whilst your browser is open, press Menu button -> Settings -> Privacy & Security
☐ Clear cookies and ensure the 'Accept cookies' is checked

If that doesn't work

☐ Menu button – Settings -> Advanced

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