Chromebook Home Network Setup

Your child or young person may have been provided with an ACT Education Directorate Chromebook to use to support continuity of their learning remotely.

When your child or young person uses the Chromebook at home, they will need to access the internet to access information. This factsheet will provide you with information regarding how to set up your network at home to use your Chromebook. There are two ways to set up your Chromebook to access the internet:

1. Home Network Setup (Wi-Fi); or
2. Mobile Phone for Wi-Fi connection as Hot Spot

## 1. Home Network Setup (Wi-Fi only) for Chromebooks

a. Turn on the Chromebooks and click **Wi-Fi symbol** 🔽 **.** On the bottom right hand side of the screen **select your Home Wi-Fi network** from the Wi-Fi list. Depending upon your internet service provider (ISP) please select your ISP provider, for example see below:

- 🔽 ACTGOV Public
- 🔽 Telstra
- 🔽 Optus
- 🔽 iiNet
- 🔽 AndroidAP

Result: a screen will pop-up at the bottom of the screen and will mention your Wi-Fi (SSID) name.

b. Please enter your **Wi-Fi password**. There are a few ways you can get this:
    i. It is provided by your ISP; or
    ii. By referring to ISP manually for Wi-Fi password; or
    iii. You can call ISP Tech support (e.g. Telstra, Optus, iiNet); or
    iv. It is written at the back of the Wi-Fi router.

Important: Please note do not enter or modify "security" content, it is selected automatically depending upon the service provider.
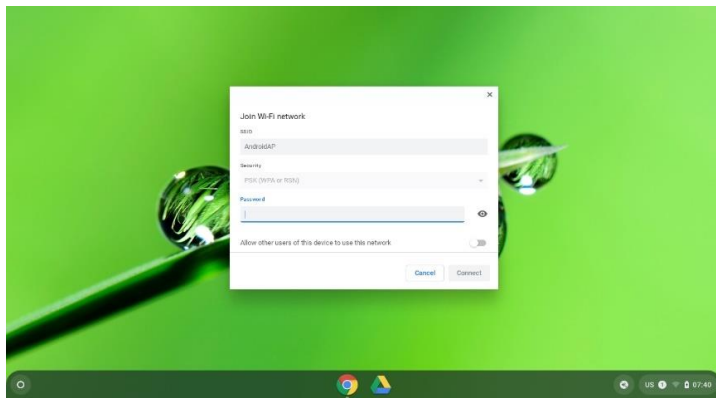
c. Click **Connect**.

Result: the device will be connected to Wi-Fi and internet can be used.

Hint: You can check you are connected by clicking 🔽 and a screen will pop-up at the bottom of the screen and will show your **Wi-Fi SSID** and signal strength.

Troubleshooting

- indicates full signal strength, indicates medium signal strength, indicates low signal strength. Medium or low signal strength will still work. If the signal strength appears dimmed , it means that Wi-Fi is not connected to ISP service provider. Please follow below instruction:
  - Check have you entered Wi-Fi password correctly, sometimes they are case sensitive
  - Make sure your ISP Wi-Fi router is **ON** and Wi-Fi option is enabled, please refer to your ISP manual if its disabled
  - Call your ISP tech support (e.g. Telstra, Optus, iiNet) if you are not able to connect to the internet

2. Mobile Phone for Wi-Fi connection as Hot Spot for Chromebooks

If you don't have NBN or ADSL connection, you can use your mobile phone hotspot feature for Wi-Fi connection. Please note if using the hot spot feature, it will consume your mobile data, so please check your data limit before using it or check with your service provider.

a. For Android Devices (v.10):

    i. Go to the **Settings** option from your phone.

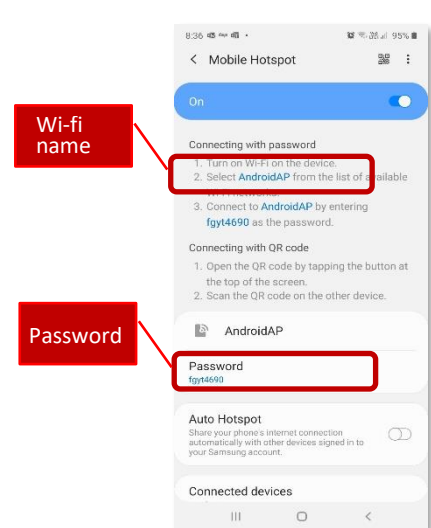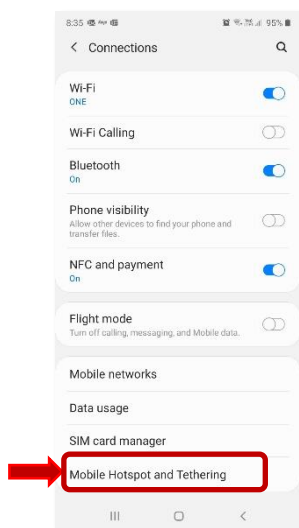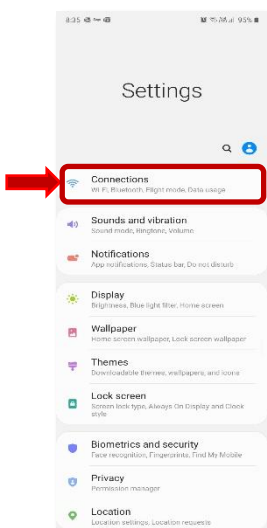   **Result:** the screen below left (ii) will pop-up

iv. Mobile Hotspot screen appears. Using the **Wi-Fi name** and **password** you can connect your Chromebook and access internet.

ii. Click **Connections**   Result   iii. Select **Mobile Hotspot and Tethering**   Result

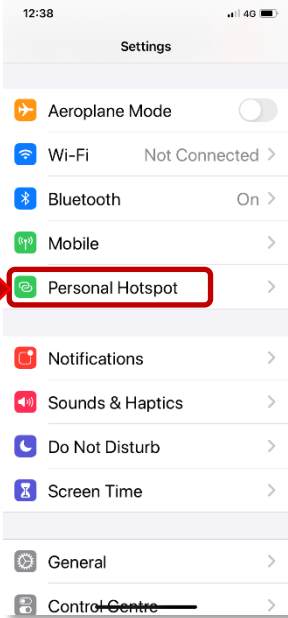
Wi-fi name

Password

b. **For iOS devices (Apple) (v. 13.3.1):**
   i. Go to the **Settings** option from your phone.
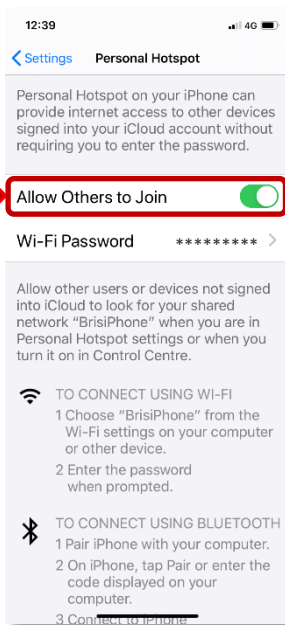   **Result:** the screen below left (ii) will pop-up
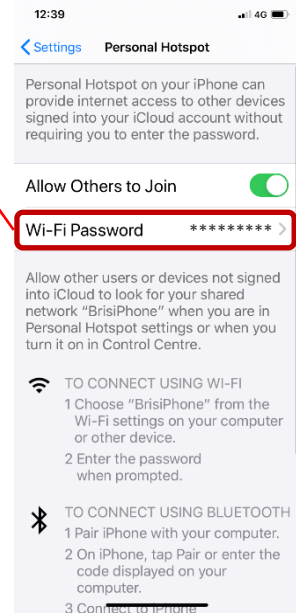
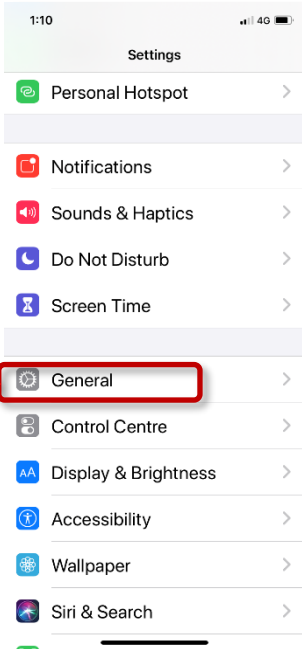| ii. Click **Personal Hotspot**	Result	iii. Select **Allow Others to Join**	Result	iv. Using the **Wi-Fi name*** and **password** you can connect your Chromebook and access internet.

*If you are unsure of your **Wi-Fi name** go to Settings on your phone

v. Select **General**	Result	iii. Select **About**	Result	iv. You will find the Wi-Fi name under '**Name**'. Use the '**Name**' together with your password (as above) to connect the Chromebook and access the internet.

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