



## BCS Village 21 RV Park - Important WiFi Instructions

### Congratulations and welcome to the BCS Village 21 RV Park

WireStar Networks is proud to offer a secured network connection available at the Southgate Village Apartment Community for each resident throughout the entire property. Our WiFi system features a user-friendly sign up portal where various packages are offered, all from the ease of your RV! Provided below are instructions on getting your package setup and ready to go!

### Connecting to WiFi for the first time via the "Village 21- Guest" Network

The Village 21 RV - Guest WiFi is primarily used to sign up for a paid plan. Customers can use the guest WiFi for daily tasks but will be limited in the speeds offered to the device. After a package is selected and registration completed, you will be assigned a unique passcode that will grant entry to the "**Village 21 - Secure**" network, which is the network you should use as your primary WiFi internet connection. **Note:** If additional devices need to be connected, use the "**Village 21 - Secure**" using your unique passcode.

### Step by Step Instructions

- Click on your device's WiFi settings. Ensure your WiFi is turned on.
- Connect to the "**Village 21 - Guest**" Network.
- A splash page will appear to set up your WiFi account.
  - Howdy Guest Signup - Provides complimentary WiFi service.
  - Paid Access Signup - Offers daily & monthly plans.
  - Username/Password Login - Manage your devices and billing.
- You must agree to the Acceptable Use Policy prior to using the internet before starting.
- Enter in your name, telephone number, email address, and physical address.
- For the Guest signup, a PIN code will be sent to the telephone number provided, enter it in the PIN box and tap "Continue"
- Enter in payment information.
- Your unique password will be generated and displayed on the following screen. Document this password prior to tapping Continue - It will be used to connect all future devices in your apartment. **Passwords cannot be changed or modified.**
  - **Note:** An email will be sent with a copy of your receipt and unique password provided.
- Tap Continue - Network access will now be enabled. At this point, the mobile signup process is complete and can close the page.
- Return to your device's WiFi settings, and disconnect from "**Village 21 - Guest**" and connect to "**Village 21 - Secure**". You will now have network access and can begin using your internet connection.

**Note:** It is recommended to forget the guest wifi from your device. This will prevent devices from automatically connecting to the guest wifi.

### Billing

- Billing services and accounts are provided through Stripe and are managed by Village 21 staff.
- Monthly plans are automatically set to recur each month. Daily plans automatically expire after paid time has passed.
- Cancelling a subscription can be accomplished by going to the link provided below, logging in, and selecting "**Manage Subscription**".
- If you are not able to login to your account, please call the RV office staff to submit a service cancellation request.



## Managing Your Account

Your account can be accessed by going to the status URL at "[bcsvillage21rv.wirestar.net/status](http://bcsvillage21rv.wirestar.net/status)".

**Username:** Email address used for signing up.

**Password:** Unique WiFi password provided.

From the management page, residents can manage current subscriptions, add / remove devices connected to your account, and update billing information. Please bear in mind that anyone with your unique password will be able to establish network communication with devices on your profile that are also connected to the network. It is advisable not to share this with other residents in the park with the risk of releasing personal information. Even though the property broadcasts a single WiFi name, each WiFi account is assigned a unique VLAN, separating traffic in each account from any others.

## Troubleshooting Your WiFi Connection:

### - Can't connect to the WiFi

Users not able to connect to the WiFi service may follow the recommended steps below in checking their device and internet connection.

#### Popular Resolution:

- In your device network settings, locate both WiFi signals (guest signup & secure) and select the option to "forget the network". This will refresh the connection established between the device and network. You will be prompted to enter in the WiFi password again.

If this does not restore your connection, please follow the steps below:

1. Verify the WiFi password is correct.
2. Disconnect from the WiFi network.
3. Forget the network WiFi connection from the device.
4. Turn WiFi off.
5. Reboot device.
  - a. For TVs, unplug from power for 10+ seconds, plug TV back into power.
6. Turn WiFi back on and attempt to connect by entering the WiFi password.
7. Log into the customer portal, check the number of devices connected.
  - a. Unregister devices, if needed.

### - Invalid Password When Connecting to WiFi

If a message pops up indicating the wrong or invalid password, follow the resolution below:

#### Steps:

- Verify the password entered is the exact match as the password for your account. Passwords are case sensitive.
- An invalid password could be an indication of low WiFi signal reception. For this case, it is recommended to disconnect from the WiFi and reconnect to establish a fresh connection.
  - If you receive the same message, forget the network and reboot the phone.
  - If the invalid password still persists, the device may need to be positioned in a more optimal location to improve WiFi reception.

**Note:** If none of the steps above help resolve your WiFi related issue, please contact WireStar support for troubleshooting assistance.