

# WiFi: FAQs

[www.bl.uk/help/wifi-guide](http://www.bl.uk/help/wifi-guide)

## Frequently asked questions

1. Do I have to pay to use the BL Public WiFi service?

No, the service is free of charge.

2. I'm a registered Reader, but I don't know whether I've got a British Library Online Account. How can I tell?

You will have a British Library Online Account if you previously upgraded your account; i.e. if you log in to our catalogue with your own chosen username and password, and no longer use your Reader number to log in.

3. I'm trying to register, but I'm being told my email address is already in use. What's going on?

If you're getting the message "That email address has already been registered", it means that you already have a British Library Online Account. Either use the 'Forgotten your username or password' link on the login page, or contact Customer Services.

4. I registered to use the old service. What do I need to do?

You need to have a British Library Online Account, even if you used the old service. This is very easy to do, and will only take a couple of minutes. To register:

- Choose the WiFi network called BL Public WiFi. Open your browser and, from the login page, click Register for WiFi; enter the relevant details to create your account.
- Once you've created your account, return to the login page and enter your username and password.

5. I registered for the BL Visitor WiFi last time I was here. Can I still use the same login and password?

No. You need to re-register. This is very easy to do, and will only take a couple of minutes, see FAQ4 above. You don't have to wait for your login credentials to be emailed to you.

6. Why do I need to re-register?

Not everyone needs to re-register. If you already have a British Library Online Account, just select the BL Public WiFi network then enter your British Library username and password on the login page.

If the WiFi is the only service you've used before, you will have to re-register because we have made some improvements to the WiFi network.

7. Can I change my British Library username and password?

You can't change your username, but you can change your password. Log in to <https://myaccount.bl.uk> and follow the onscreen instructions.

8. I've already registered, but I can't remember my login details.  
Use the Forgotten your username or password link on the login page. If you can't access the emails sent, contact Customer Services for assistance.
9. I regularly use a smartphone, a tablet, and a laptop at the same time. Do I need a separate account for each device?  
No, you can log in to up to three devices using the same credentials.
10. WiFi at the Library seems slower than my WiFi at home. Why is this?  
If you use WiFi at home, there's a good chance that you will be the only person using it at any given time. The set-up is different in a public WiFi service, where the bandwidth is shared between everyone using the service at the same time.