Internet Access from Home

ST. JOHN'S UNIVERSITY

This article serves as a way to assist Students, Faculty, and Staff connecting to the internet from home or to public hotspots if they do not have access to the internet at home.

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Public Internet Access Options

Anyone can access free Wi-Fi at your local Starbucks, McDonald's, Panera Bread, Dunkin' Donuts, and Public Libraries. Each location will have location-specific instructions for connecting.

> Public Wi-Fi networks are helpful, such as Starbucks, McDonald's, Panera Bread, etc; however, they are not always safe. Sharing a network with others can mean personal information is in danger of being accessed.
>
> 1. Do not enter sensitive information like credit card numbers, or SSN.
> 2. Use "https" (secure) websites as much as possible.
> 3. Forget the network. Unless you specify otherwise, your computer or device will likely remember the Wi-Fi network and reconnect to it whenever you are in range. Avoid this by unchecking "Connect Automatically" in your network settings.

> Check your local and state restrictions regarding business operations. Many businesses like Starbucks, Panera Bread, etc have stopped Dine-in service during the COIVD-19 Pandemic. If these options may not be available in your area, please consult the other options below.

Home Internet Access Options

If you have an iPhone or Android with a cellular plan you can create a personal hotspot to connect your device

Creating a Hotspot - iPhone/Cellular iPad

1. Go to Settings > Cellular or Settings > Personal Hotspot.

2. Tap the slider next to Allow Others to Join.

> If you don't see the option for Personal Hotspot, contact your carrier to make sure that you can use Personal Hotspot with your plan.

Creating a Hotspot - Android

1. Go to Settings > Network & Internet > Hotspot & Tethering > Wi-Fi Hotspot.
2. Then turn on the Wi-Fi Hotspot.

> If you want to change a hotspot setting, for example, setting a name or password, tap it. If needed, first tap Set Up Wi-Fi hotspot. If you do not want your hotspot to require a password, tap None under "Security."

Connecting to an iPhone/Cellular iPad's Hotspot

You can connect to a Personal Hotspot using Wi-Fi, Bluetooth, or USB. With iOS 13, devices that are connected to a Personal Hotspot will stay connected, even if you lock your screen.

Use the following steps to connect:

Wifi - iPhone/Cellular iPad

1. On the device that you want to connect to, go to Settings > Cellular > Personal Hotspot or Settings > Personal Hotspot and make sure that it's on.
2. Then verify the Wi-Fi password and name of the phone.
3. Stay on this screen until you have connected your other device to the Wi-Fi network.
4. On the device that you want to connect, go to Settings > Wi-Fi and look for your iPhone or iPad on the list.
5. Then tap the Wi-Fi network to join.
   a. If asked, enter the password for your Personal Hotspot.

USB Tethering - iPhone/Cellular iPad

1. Make sure that you have the latest version of iTunes on your Mac or PC.
2. Then connect your iPhone or iPad to your computer with the USB cable that came with your device.
3. If you see an alert that says tap "Trust This Computer?" tap Trust.

Bluetooth - iPhone/Cellular iPad

1. To make sure that your iPhone or iPad is discoverable, go to Settings > Bluetooth and stay on the screen.
2. Then on your Mac or PC, follow the directions to set up a Bluetooth network connection.

> Learn more about using Personal Hotspot with Bluetooth. Personal Hotspot supports Bluetooth connections with Mac, PC, and any other third-party devices. To connect another iOS device, do not forget to use Wi-Fi.

Connecting to an Android's Hotspot

You can connect to a Personal Hotspot using Wi-Fi or USB.

> Important: Mac computers cannot tether with Android by USB.

Wifi - Android

1. On the device that you want to connect to, go to Settings > Network & Internet
2. Tap Hotspot & Tethering
3. Tap Wi-Fi Hotspot and make sure the option is toggled On
4. Stay on this screen until you have connected to your other device to the Wi-Fi network.

5. On the device that you want to connect, go to Settings > Wi-Fi and look for your Android device Hotspot Name on the list.
6. Tap the Wi-Fi network to join
    a. If asked, enter the password for your Personal Hotspot.

USB Tethering - Android

1. Using a USB cable, connect your phone to the other device. A "Connected as a..." notification should show at the top of the screen
2. Open your phone's Settings App. Tap Network & internet > Hotspot & tethering.
3. Then turn on USB tethering

Additional Hotspot Options:

Hotspots can be purchased easily from stores like:

- Best Buy
- Amazon
- Walmart

Data provider stores also sell these devices. See below:

- AT&T
- Verison
- Sprint

> Mobile hotspots will require the purchase of a data plan in order to support remote activity.

Internet Service Providers

Here is a list of Internet Service Providers who are offering special internet deals and plans for Education during the current COVID-19 Pandemic. It is recommended that you read the terms and conditions set out by each of these providers in relation to the services they provide.

Internet Essentials from Comcast

Comcast is offering two months free to new Internet Essentials customers in response to recent and anticipated emergency measures associated with COVID-19.

https://www.internetessentials.com/covid19

Charter Spectrum Broadband

Charter will offer free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription and at any service level up to 100 Mbps. To enroll, call 1-844-488-8395.

https://corporate.charter.com/newsroom/charter-to-offer-free-access-to-spectrum-broadband-and-wifi-for-60-days-for-new-K12-and-college-student-households-and-more

Altice USA - Optimum/Suddenlink

Altice USA is committed to helping schools and students stay connected during this unprecedented time. For households with K-12 and/or college students who may be displaced due to school closures and who do not currently have home internet access, we are offering our Altice Advantage 30 Mbps broadband solution for free for 60 days to any new customer household within our footprint.

https://www.alticeusa.com/news/articles/feature/corporate/altice-usa-brings-free-broadband-k-12-and-college-students-during-coronavirus-pandemic