

FAQs! (*Frequently Asked Questions*)

Q: Is this really free for me?

A: Yes after Wireless registration is completed at the front desk and you have received the login password for the **KSCMember** wireless network!

Q: What do I need?

A: You should have a Wi-Fi enabled device (laptop, notebook, tablet, smart phone ...) with a charged battery and a standard wireless network interface card that is compatible with Wi-Fi standards 802.11a 802.11g and 802.11n. Most devices that have been purchased within the past three years should meet this requirement.

Q: What areas are included in the wireless coverage?

A: While it can vary depending on your device most indoor areas in the Centre from the boardroom to the Coffee Shoppe and Halls A to E.

Q: Is there technical support available for Centre wireless users?

A: Because this is a free service, we do not have full time technical support available nor public printing. Please ask a Council tech tutor who may be able to help you or book a lesson at the front desk.

Q: Am I guaranteed privacy when using your public wireless Internet?

A: No. Wireless connections are less secure than wired connections. You are advised not to use wireless to transmit confidential information such as unencrypted passwords, credit card numbers, financial records, or any other personal, private, or sensitive information. We do not provide encryption.

Q: Does your Internet connection protect me from viruses?

A: No. While the Internet is a wonderful resource, there are some people who use it for malicious purposes to spread viruses, spyware, and malware. We highly recommend that you run anti-virus and security software on your device and keep your software up-to-date to reduce your risk.

Q: Do you use content filtering software?

A: No. Centre wireless users are responsible for adhering to relevant portions of the Kanata Senior Council Computer and Wireless Policies.

Q: Is the Centre wireless Internet connection guaranteed to work?

A: No. We are proud to provide a reliable wireless network, but we cannot guarantee that it will work with all equipment and there may be unexpected outage times. We apologize for any inconvenience.

Q: Is wireless technology a health risk?

A: We are not aware of definitive studies that have found wireless Internet access to pose a health risk, but users are advised to make their own health decisions and to discontinue use if they feel it is a risk.

Q: Can I use the Centre wireless Internet for whatever I want?

A: No. Wireless users are individually responsible for adhering to Federal, Provincial, and local regulations, laws, and copyright. We may refuse wireless access to users who violate laws, regulations, KSC Wireless Internet Access Policy, or to any users' whose activity disrupts the wireless network or is an inappropriate behavior in this facility or its grounds. We are not liable for misuse of the wireless connection.