

## My Service Desk - Using the Guest Wi-Fi

### Connecting to Wi-Fi

Connect to the 'LH\_Guest' Wi-Fi from your device. Once you are connected you will be prompted with a login screen.



### Wi-Fi Signup

All accounts, free or paid, require you to signup access, the below section outlines how to undertake this.

Use the **Internet Access Signup** process highlighted below and create an account



#### Internet login

Visitor Login

By logging in you accept our [Guest Internet Access Terms & Conditions](#)

I agree that Lifehouse may use my information for marketing purposes from time to time.

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#### Internet Access Signup

By logging in you accept our [Guest Internet Access Terms & Conditions](#)

I agree that Lifehouse may use my information for marketing purposes from time to time.



Prof Chris O'Brien AO  
3 Jan 1952 - 4 Jun 2009

Once the information required has been filled out, click to 'Go' button

## Internet Access Signup

John	✓
Smith	✓
John.Smith@email.com	✓
0404040404	✓


**GO**

- ✓ By logging in you accept our [Guest Internet Access Terms & Conditions](#)
- ✓ I agree that Lifehouse may use my information for marketing purposes from time to time.

## Free Access

Free access will be available for 30 minutes **per day**

To commence free access, select one of the Free plans – The left is via Facebook and the right is linked to your email

<p><b>30 Mins Free - \$0.00</b></p> <p>Plan Duration: 30mins then 24hrs cooldown Data Limit: 5GB Bandwidth: 4Mbps / 4Mbps</p> <p><b>Login with Facebook</b> </p>	<p><b>30 Mins Free - \$0.00</b></p> <p>Plan Duration: 30mins then 24hrs cooldown Data Limit: 5GB Bandwidth: 4Mbps / 4Mbps</p> <p><b>Select</b></p>
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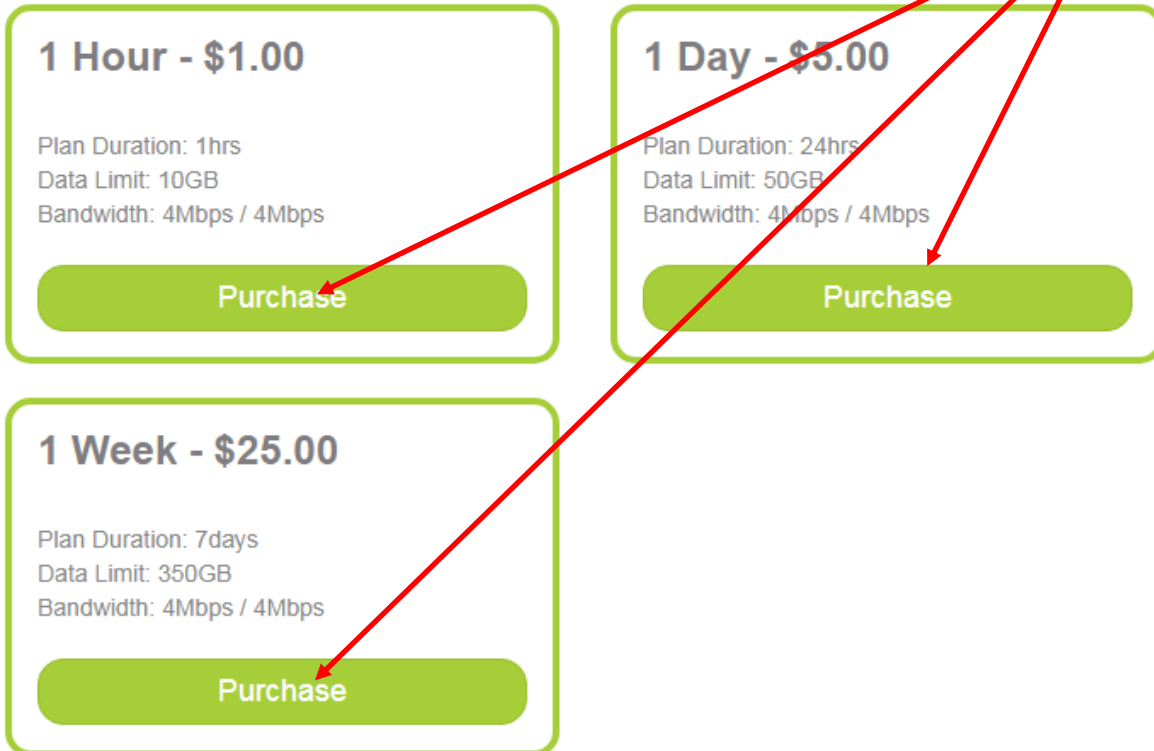
You have now connected to the LH\_Guest Wi-Fi using a free account.

## Paid Access

### Signup and Payment

The following section outlines how Guests can purchase a paid Wi-Fi account for use within Lifehouse. Note that up to **3 devices** can be added to an account (how to add the additional devices is outlined in the next section).

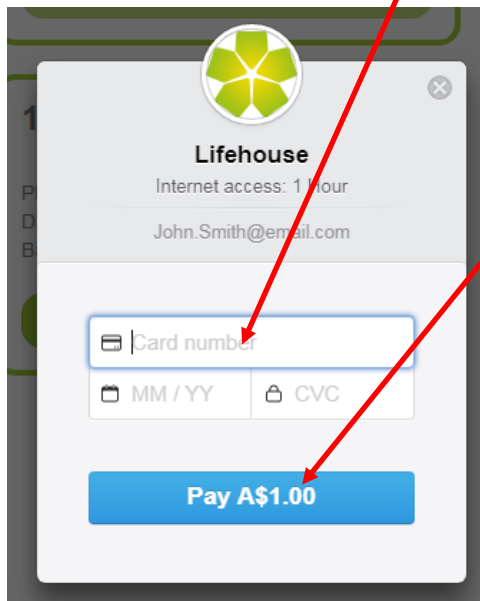
1. Follow the Signup process outlined above
2. Select the plan you wish to purchase from the below selections by clicking on the 'Purchase' button



The image shows three plan selection cards, each with a 'Purchase' button. Red arrows point from the text above to each of these buttons.

- 1 Hour - \$1.00**  
Plan Duration: 1hrs  
Data Limit: 10GB  
Bandwidth: 4Mbps / 4Mbps
- 1 Day - \$5.00**  
Plan Duration: 24hrs  
Data Limit: 50GB  
Bandwidth: 4Mbps / 4Mbps
- 1 Week - \$25.00**  
Plan Duration: 7days  
Data Limit: 350GB  
Bandwidth: 4Mbps / 4Mbps

A small window will pop-up as shown below, please enter your Credit card details and click the 'Pay' button

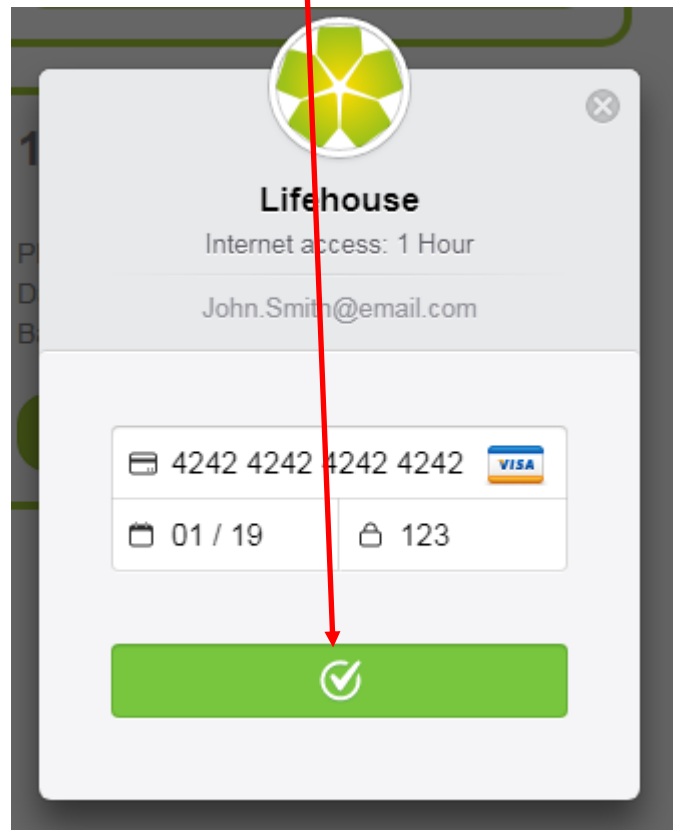


The image shows a payment pop-up window with the following details:

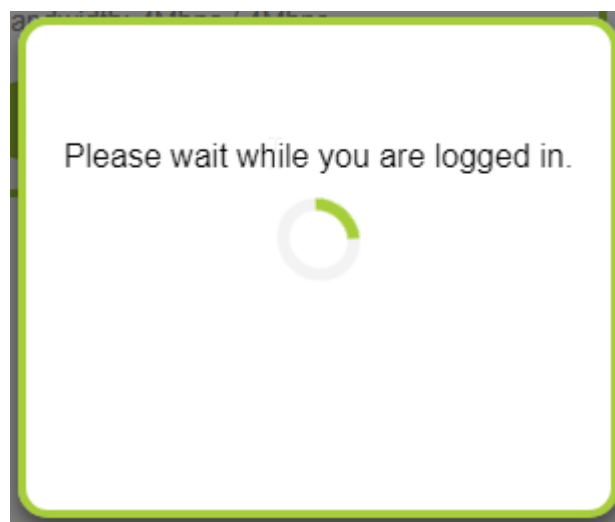
- Lifehouse logo
- Lifehouse
- Internet access: 1 Hour
- John.Smith@email.com
- Card number input field
- MM / YY input field
- CVC input field
- Pay A\$1.00 button

Red arrows point from the text above to the 'Card number' field and the 'Pay A\$1.00' button.

If your payment was successful the following Green 'Tick' will display and a receipt will be emailed to your nominated email address in the signup process



The system will then log you onto the network



Once completed your account will be active and your internet access granted. You will receive a receipt via email, including an activation code, which can be used to connect other devices. This process is outlined in the next section.

If there are any issues, please contact [MyServiceDesk@lh.org.au](mailto:MyServiceDesk@lh.org.au)

## Using the Activation Code

If you have purchased an account already or have a voucher from the Lifehouse Kiosks/Pharmacy you can login using the 'Visitor Login' pathway.

Locate your 'Activation code' from your receipt or voucher, it is typically 7 characters which are randomly generated. An example of an activation code is outlined in the below screenshot of a purchase receipt.



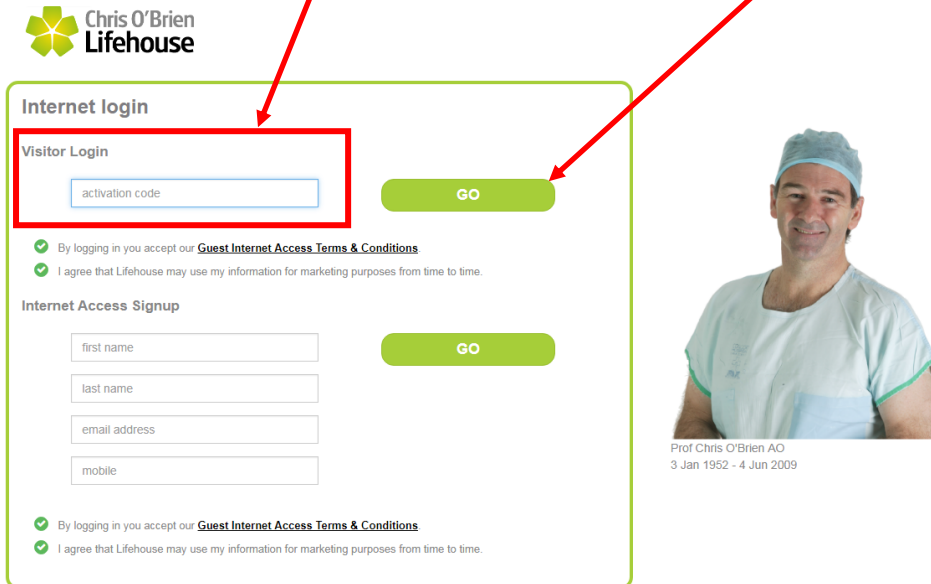
### Lifehouse Wifi Access

#### Purchase details

Chris O'Brien Lifehouse      ABN: 70 388 962 804  
Purchase Date: 18/12/2017

Description	Code	Max Devices	Info
Internet Access - 1 Day	3c878cc3		Usage limit: 50 GB Plan duration: 24 hrs Valid at: Lifehouse

Input this code into the 'Visitor Login' section as highlighted below and click 'Go'



**Chris O'Brien Lifehouse**

**Internet login**

**Visitor Login**

activation code

**GO**

✔ By logging in you accept our [Guest Internet Access Terms & Conditions](#)

✔ I agree that Lifehouse may use my information for marketing purposes from time to time.

**Internet Access Signup**

first name

last name


email address

mobile

**GO**

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✔ I agree that Lifehouse may use my information for marketing purposes from time to time.

  
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The device is now registered and connected to the LH\_Guest Wi-Fi.

If there are any issues, please contact [MyServiceDesk@lh.org.au](mailto:MyServiceDesk@lh.org.au)