



How-to Guide to Wi-Fi

November 2020

Introduction

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This How To Guide was created by Master of Applied Gerontology Candidates at Brock University.

What is Wi-Fi?

When it comes to Wi-Fi there are many basics included. Wi-Fi is essentially the internet that can travel through your home to provide you with the service of the internet in any room inside your home. Wi-Fi goes through your home by the modem kind of like wave links. Wi-Fi allows you to do everything the internet does but just with less wires. You are able to download your favourite puzzle or watch your favourite videos online. The internet box that provides you Wi-Fi has to be plugged into the wall. This box provides you with information about your internet such as the strength and the password.



Why is Wi-Fi Useful?

- Wi-fi is useful to be able to keep in touch with loved ones, no matter how far away they live with video and audio connection
- You can connect with friends and family through video calls on FaceTime, Skype, Microsoft Teams, Zoom, or Facebook Messenger
- You are able to keep up to date with what your friends and family are doing by making a profile on Facebook, on Facebook you are able to post pictures and new information in regards to one's life
- On the internet you can research any questions you may have by typing them into Google. For example, finding the perfect recipe for a family dinner is just one search away!
- You are able to easily connect with people online through playing some of your favourite games (puzzles, word searches, crosswords)
- You can also learn new things by searching the web, you can discover new hobbies and learn how to do these hobbies by watching tutorial videos on YouTube

This link can be helpful for finding Wi-Fi providers in your area:

<https://www.findinternet.ca/en/ontario>

What Is The Right Speed For You?

Understanding Internet Speed

Internet speeds are measured in 'megabits per second', often shortened to Mb, Mbits, p/s or Mbps. Bits are tiny units of data, with a megabit representing a million of them. The higher the number of Mbps (megabits per second) you have, the speedier your online activity should be.

A high number of Mbps should mean that downloads complete more quickly, webpages load faster, streaming of music or videos begins more rapidly and any video calls or online games played should display smoothly.

The table below compares three common internet speeds and what they do best:

17 Mbps	38 Mbps	76 Mbps
Ideal for browsing and downloading	Great for multi-user downloading & streaming	Best for multi-user downloading & streaming
Great for small households	Ideal for families with many devices	Ideal for speed freak families with many devices
Good for multiple devices (iPhone and iPad)	Better for multiple devices online	Best for multiple devices online
30 minutes to download an HD movie	15 minutes to download an HD movie	8 min to download an HD movie
Good to stream online TV (Netflix)	Better to stream online TV	The best to stream online TV

Troubleshooting your Wi-Fi

Many home W-iFi issues can be fixed by unplugging the router's POWER cable, waiting five seconds, then plugging it back in. This resets the device and frequently improves the speed and connection issues. If that does not work, you may need to call the provider.

Unplug the power supply here

Wait 15 seconds and plug it back in



Typical Router

How to Pay For Your Wi-Fi (By Provider)



Contact information: 1 888 ROGERS1 (764-3771)

How to Change your Wi-Fi Password:

1. Go to <https://www.rogers.com/customer/support/article/find-change-or-reset-wi-fi-password>
2. Select your router and follow the instructions for that individual router.

To Make a Payment Online:

1. Sign in to MyRogers.
2. From the Overview tab, select **Make a payment**.
3. In the Make a payment window, enter the payment amount and select Pay with a credit card, Visa Debit or Debit

Mastercard, then enter your payment information in the fields provided. Prepaid cards are accepted.

4. Select **Review and continue**. Verify the payment information is correct.
5. Once confirmed, select **Pay now**. Check the box if you are interested in using this credit card to sign up for automatic monthly payments. Your payment will begin processing.
6. Select Done.

To Set Up Automatic Payments to be Taken Out of Your Account Each Month:

1. Sign in to MyRogers.
2. Select **Billing & Payment**.
3. Select **Set up Automatic Payments**.
4. Select the "Use bank account for automatic payments" option.
5. Enter your payment information in the fields provided. It may take up to 1 full billing cycle for your first pre-authorized bill payment withdrawal. If you have a balance due on your account, you can make a one-time payment to avoid late payment fees.
6. Select **Continue**.
7. Accept the Terms and Conditions and click "Submit".

For More Information About Your Rogers Account, go to
<https://www.rogers.com/support>



Contact Information: 1-866-558-2273

How to change your Wi-Fi password:

1. Log into your Telus account and select the Internet tab.
2. In the **My TELUS Wi-Fi** section, next to **Wi-Fi settings** select **Edit**.
3. Edit the fields you would like to customize, either your network **name** or **password**.
4. Click Save when done.

To Make an Online Payment:

1. Visit My TELUS or use the My TELUS app and log in with your username and password.
2. Select **Billing** to view your bill.
3. Select **Make a payment**.

To Make Automatic Payments Each Month Through Your Chequing Account, Visa Debit or by Credit Card:

1. Log in to My TELUS.
2. Select **Set up pre-authorized payments**.
3. Complete and submit the online form.

More information can be found at
<https://www.telus.com/en/on/support>



Contact Information: 1 (844) 310-7873

Paying your Bell Bill:

Bell has a One Bill that includes all billing information on an easy to read page. Payments should be received within 30 days of your bill date to avoid late payment charges.

To pay by Credit or Debit card:

1. Select “**Pay by credit card**”.
2. Enter your credit card information.
3. Click **Continue to Review**.
4. Submit.

Pay Online Through Your Bank:

1. Select “Pay through my bank”.
2. Add the payment amount (found on the One Bill).
3. Click on your bank’s logo and it will take you to your bank’s website.
4. Provide the correct account number found on your One Bill and customer ID # to make a payment.
5. Customer ID # must be 14 digits with ZZZ in the middle.
6. You can set up regular pre-authorized payments from the card of your choice.
7. Detailed instructions can be found at https://support.bell.ca/Billing-and-Accounts/MyBell.how_to_register_for_preauthorized_credit_card

More information can be found at: <https://support.bell.ca/internet>



Contact Information: 1 (888) 472-2222

NOTE: Shaw is only available in Northern Ontario regions.

To Make a Payment Using the My Shaw Website:

1. Visit my.shaw.ca.
2. Sign in using your Shaw ID and password.
3. Under **My Bills**, click the Make a payment button.
4. Enter a payment amount.
5. Enter your payment details or select a saved credit card profile.
6. Click **Pay now**.

To Set up Autopayments Using the My Shaw Website:

1. Sign in to my.shaw.ca.
2. Scroll down to *Auto Payments*.
3. Click **Set up Auto Payments**.
4. Select **Credit card** or **Bank account** as your preferred payment method.
5. Click **Continue**.
6. Enter credit card or bank account details.
7. Click **Sign up** to enable auto payments.

More information can be found at <https://support.shaw.ca/>

Grants and Discounts

There are a number of grants and discounts available based on eligibility.

1. Connecting Families - Government of Canada

This grant allows eligible Canadian families with an income of less than \$30,000, to access high speed Internet service packages for \$10 per month from participating Internet Service Providers.

Those who are eligible will receive a letter from the Government of Canada detailing how they can access affordable internet from participating providers. For more information, go to <https://www.ic.gc.ca/eic/site/111.nsf/eng/home>

2. Assistive Devices Program (ADP) - Government of Ontario

If you have a disability and require technology (such as a smartphone), you may be eligible to have up to 75% of your device cost covered by the ADP program.

To qualify, you must be an Ontario resident, have a valid Ontario health card, have a disability requiring the equipment or supplies for six months or longer. For more information, go to <https://www.ontario.ca/page/assistive-devices-program>

3. Refurbished Technology

There are programs and companies that provide refurbished technology at low or no cost. For more information, you can click on the links below:

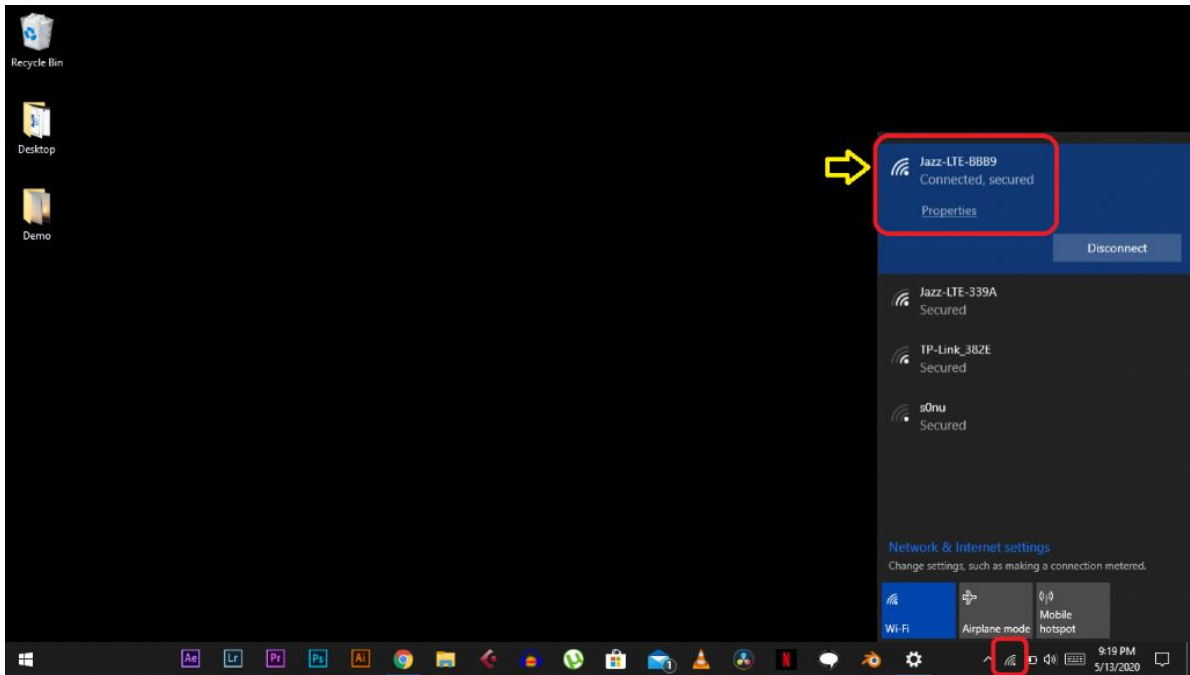
- RC Tech Outreach:
<http://www.rcto.ca/programs-rctech-outreach.asp>
- Apple: <https://www.apple.com/ca/shop/refurbished>
- ReBOOT Canada: <https://www.rebootcanada.ca/>
- Habitat for Humanity:
<https://www.habitatniagara.ca/donate-old-electronics>

How to Connect to Wi-Fi on Your Laptop or Desktop

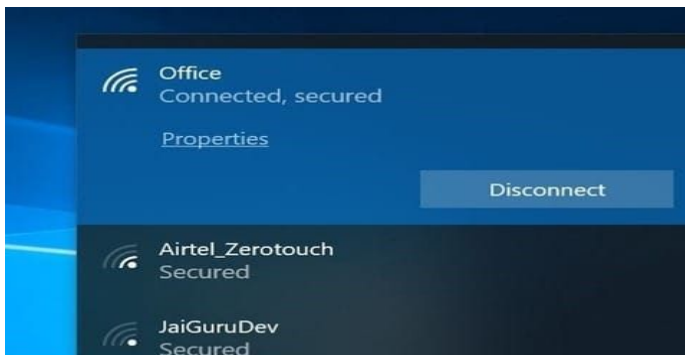


How to connect to Wi-Fi on PC

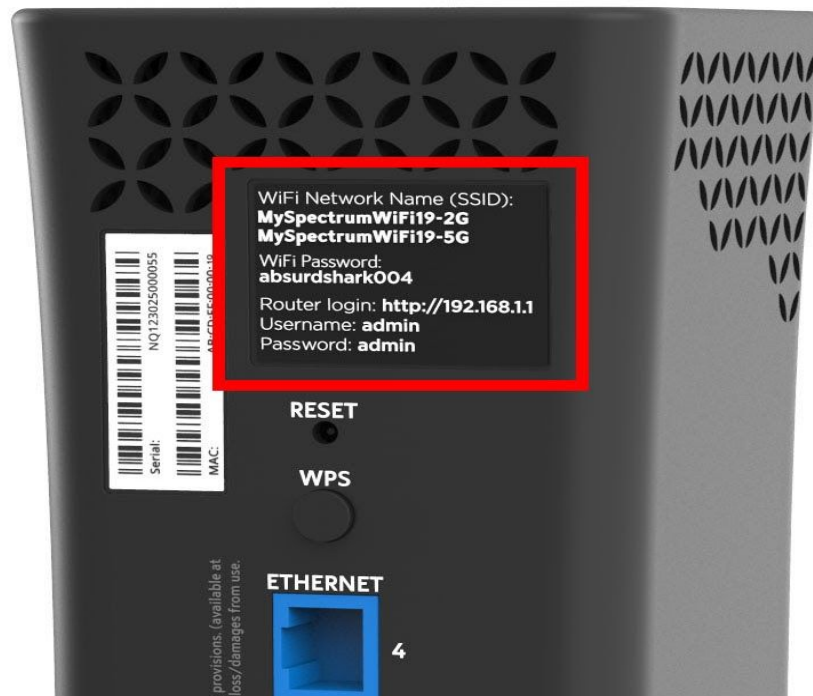
1. Select the **Network** or icon in the notification area at the bottom right of your screen.



2. In the list of networks, choose the network that you want to connect to, and then select **Connect**.



3. Type the security key given to you. (often called the password). This password can be found on the back of your router.



4. Follow additional instructions if there are any

How to connect Wi-Fi on APPLE/MAC

Secure Wi-Fi networks are password-protected and have their names.



by



1. Click in the menu bar. If Wi-Fi is off, click



, then

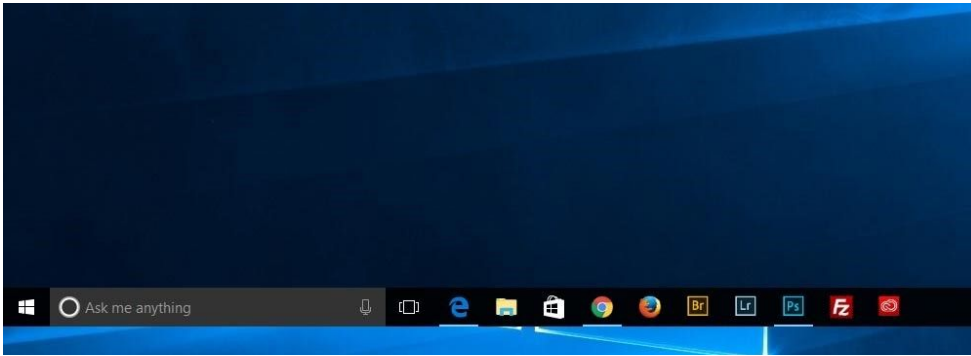
choose Turn Wi-Fi On.*



2. Choose a network.
3. Enter the password, then click Join. [If you don't know the password to the Wi-Fi network](#), contact the network administrator. This password can be found on the back of your router.

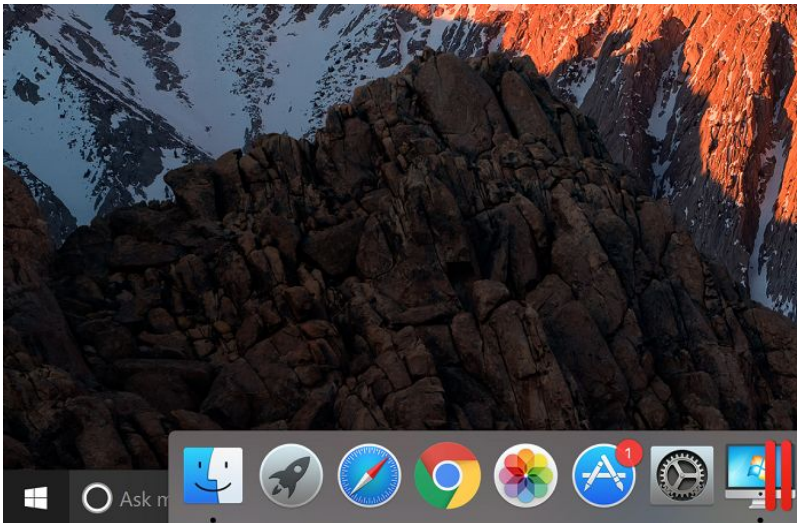
How to Get on to a Web Browser and go to a Website

1. Select choice of web browser by selecting the internet icon. For example, Google Chrome or Safari. This should be at the bottom of your screen on the taskbar.



<- This is

what a PC screen would look like. At the bottom there is Google Chrome and the Internet Explorer icon. This is where you access the internet.



<- This is what an

Apple screen would look like. At the bottom there is Google Chrome and the Safari icon. This is where you access the internet.

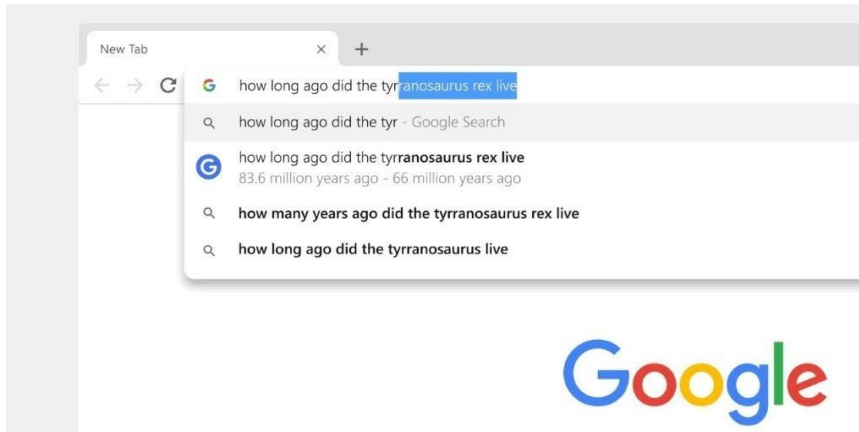


<- Google Chrome Icon



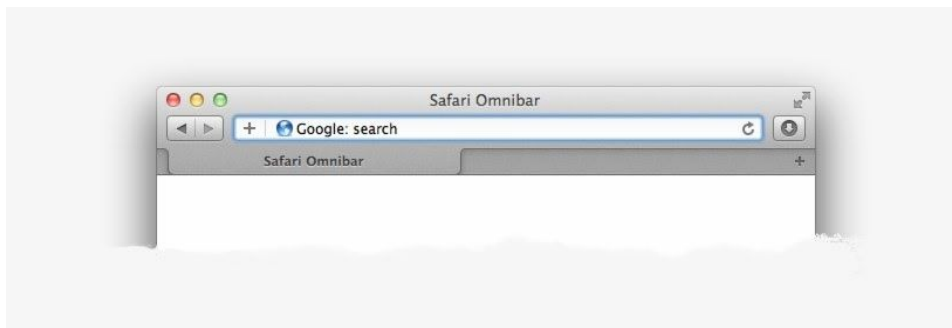
<- Safari Icon

2. Once the browser is opened and loaded, there will be a search tool called the omnibar where you can search to find information and websites.



<- Google Chrome

search bar.



<- Safari search

bar.

3. When searching a specific website remember to use **www.**
Before the name and **.com** after the name

For example: **www.facebook.com**

4. Press enter, and the website should pop up, or a list of websites will pop up to choose from if the Wi-Fi is connected. If this does not work check back to the section "Steps on how to connect to Wi-Fi on your laptop or computer" to ensure your Wi-Fi is connected.

What Can You Do While Using Wi-fi?

News

You can use Wi-Fi to connect to the internet. While you are on the internet, you can use a search engine known as Google. Simply, in the top bar, type out www.google.com and you will be brought to a search engine. From here, you can type in the word news, and multiple websites will appear. You can then select any option and be able to read the daily news in your local town, country, and even world-wide.

Social Media

Social media is used to connect with family and friends who you may not get to see every day, or connect with those who live far from where you are. Some common social media platforms that you can use while your Wi-Fi is on is Facebook, Twitter, and Instagram.



Facebook: This is the simplest to use. You search www.facebook.com and you can then create an account. Once you create an account and are logged in, you can search the first and last names of the people you know and want to connect with. Then, you can look at their picture to confirm that you know them. The next step is to add them as a friend, and once they accept, you will be able to see their posts and message them. You can also set up a video call where you can see each other and talk. You can also follow famous people and celebrities to stay up-to-date with them.



Twitter: Twitter is another platform where you can look at what your favourite celebrities, friends, and family are saying. On Twitter, you cannot send out long updates or thoughts, as there is a character count limit. Most tweets will be short. However, you can respond to what people are tweeting, as well as message people to catch up. You can access this site by typing www.twitter.com, and then sign up for an account. You can search for people you know, as well as celebrities, to see what they are posting.



Instagram: This site is used to share photos with your network. You have the ability to select any photo and write a caption, and this is shared with people who you are connected with on this website. To use Instagram, you can type www.instagram.com, and create an account. You can then add people you know, as well as celebrities to get a glimpse into their life, via pictures.

Games

If you enjoy crosswords and puzzles, as well as any other game, you are able to play it by using Wi-Fi. To do this, you can go to www.google.com, and type the name of the game you want to play, and a list of them will appear. One by one, go through the list until you find the right game, and then you can begin to play. If you like Sudoku, Solitaire, Pacman, or any other game, you can find it and play it.

Information

If you have a question and do not know the answer, you can type in www.google.com on the internet, and in the search bar, you can type out your question. You will be able to look through numerous sources and get an answer to your question. However, remember to take this as a grain of salt, because not everything you find on the internet is true. If you like reading journals or publications, you should try to find one because these have scientific, well-researched arguments. To find publications, you can type www.scholar.google.com on the internet and search the information that you are looking for. Numerous articles will appear, and you can go through them until you find the information you are looking for.

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