



Hartford Steam Boiler



Risk Solutions

Five things to consider before offering free Wi-Fi

Keep your guest network separate, simple and safe as possible

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Your business can benefit from offering free Wi-Fi service to customers. But it takes careful planning to meet expectations and protect against cyber risks. Here is a checklist to help you plan and implement a Wi-Fi hotspot for customers and other guests.

1. Get advice from professionals

Carefully consider your service requirements and challenges before establishing a guest Wi-Fi network. Anticipate the additional network demand from guests and upgrade your Internet service as necessary. Your Internet Service Provider (ISP) can help you to estimate your needs and give you advice on how to design and install a guest Wi-Fi network.

2. Create a separate guest network

Set up a separate Wi-Fi hotspot with a different name and password for your guests. The more devices using a Wi-Fi network, the slower it will be, so limiting access to guests instead of passersby will help ease system demand. A separate network also will help protect your business data.

3. Keep it simple

Your current router may support a separate guest network and you might be able to configure the hotspot yourself. Do an Internet search for the router model and consult the users' manual. If your router does not support guest access, it's time to upgrade. If you don't feel comfortable doing the work yourself, hire a technical specialist to set up your network.

4. Faster is better

A Wi-Fi connection has to be fast enough to keep your customers engaged. If the wait to join the network is too long, and the service too slow, they will not use your system. Your business Wi-Fi network may be fast enough for your current needs, but adding guest users would slow the connection. It's another reason why it's best to set up a separate Wi-Fi hotspot for guests.

5. Ask guests to agree to your terms

Notify users through a web splash page and signs in your business that access to your password and Wi-Fi service is for legitimate purposes only. An agreement by the guest helps limit your legal risk should they break the law or act inappropriately while logged on to your guest hotspot.