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Singapore 529757

IT Services Department

**Temasek Polytechnic Student Guide for
Wireless@SGx using Student's Notebook (BYOD)**

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1. Install Application for Wireless@SGx

Step 1: Launch your internet browser.

Step 2: Download the application using the link below:

[Wireless@SG for Consumers - Infocomm Media Development Authority \(imda.gov.sg\)](https://www.imda.gov.sg/programme-listing/Wireless-At-SG/Wireless-at-SG-for-Consumers)

Select your device accordingly as shown on the page (e.g. Mac App Store, Windows).

The screenshot shows a web browser displaying the IMDA website. The address bar shows the URL: <https://www.imda.gov.sg/programme-listing/Wireless-At-SG/Wireless-at-SG-for-Consumers>. The page header includes the IMDA logo and navigation links: Who We Are, Infocomm Media Landscape, For Industry, For Community, Regulations & Licensing, and News & Events. A search icon is also present. Below the header, there is a blue banner with the text "Wireless@SG for Consumers". Underneath the banner, there are links for "Connecting to Wireless@SG", "User Guides", "Hotspots", "Contact Operators", "Safe Surfing Tips", and "SMS Feedback". The main content area features the heading "Connecting to Wireless@SGx" and a sub-heading "Download the Wireless@SGx App to configure your device for automatic login to Wireless@SGx.". Below this, there are four download buttons: "Download on the App Store", "GET IT ON Google Play", "Download on the Mac App Store", and "Download here for Windows". On the right side, there are social media sharing options for Facebook, Twitter, and LinkedIn.

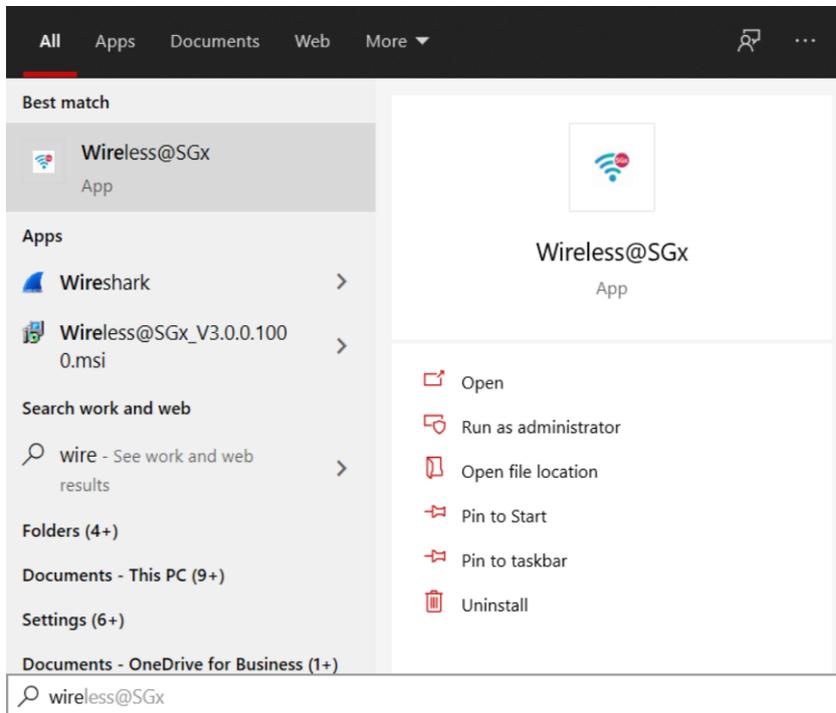
Step 3: After downloading, you can follow the guide below. Alternatively, you can view the next page for set up instructions.

Mac user guide to install Wireless SGx: <https://www.imda.gov.sg/programme-listing/Wireless-At-SG/MacOS-Setup-Guide>

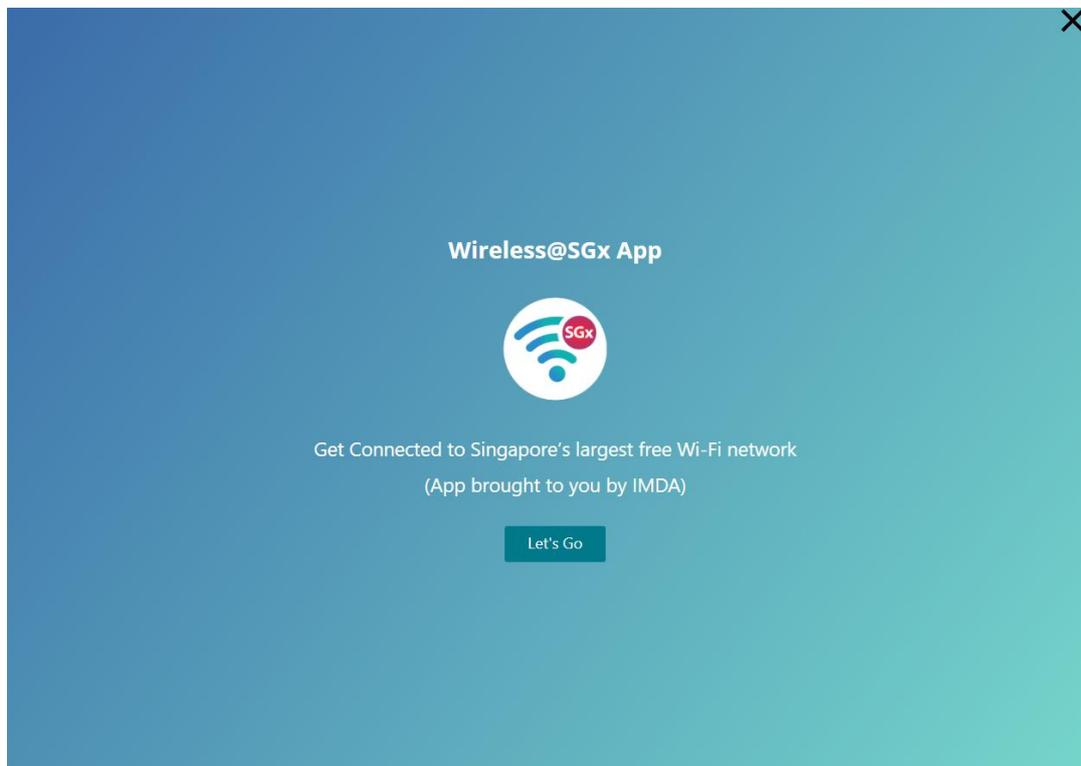
Windows user guide to install Wireless SGx: <https://www.imda.gov.sg/programme-listing/Wireless-At-SG/Windows-Setup-Guide>

2. Set Up Connection for Wireless@SGx

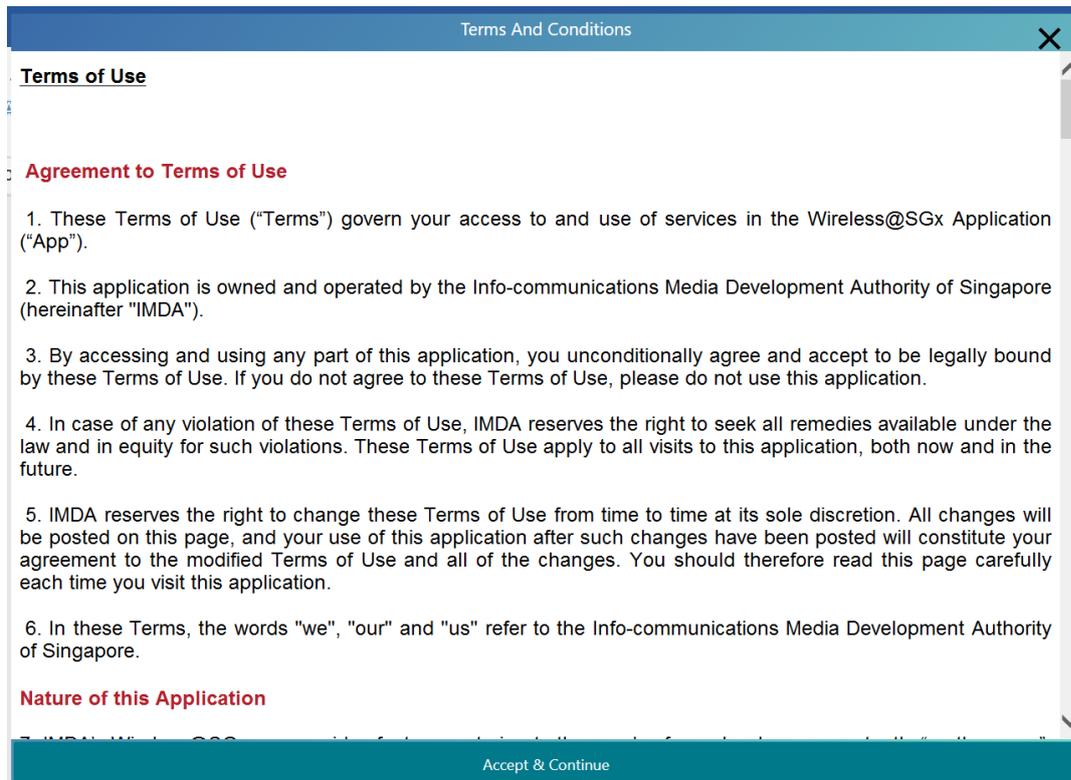
Step 1: Click on the Windows Start icon and select “**Wireless@SGx**” to launch the application.



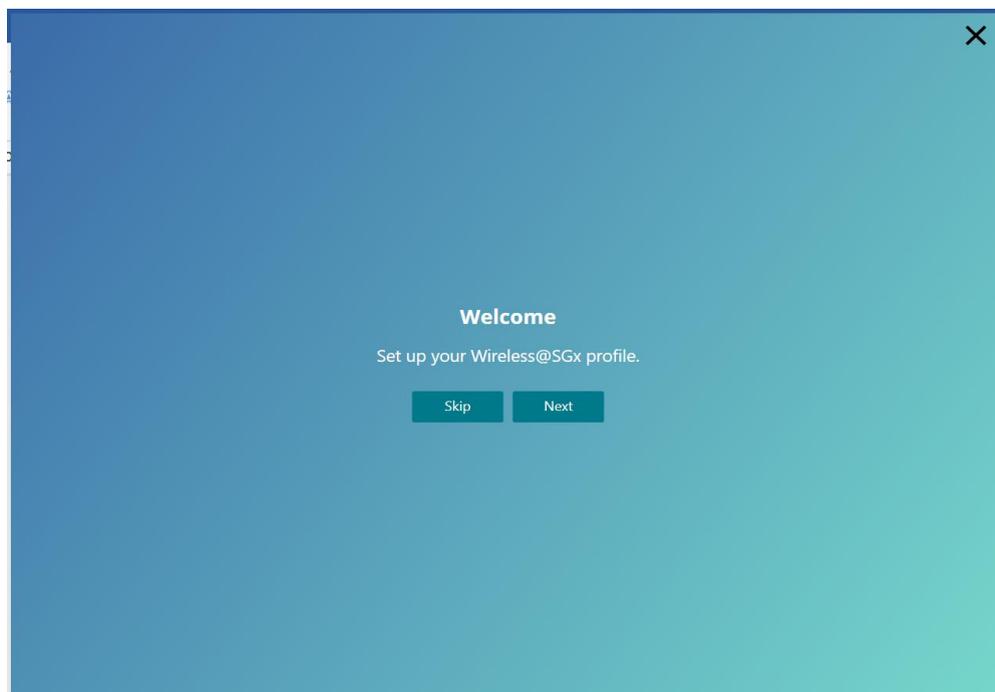
Step 2: Click “Let’s Go”.



Step 3: Click **“Accept & Continue”** for the Terms and Conditions. This will bring you to the Wireless@SGx profile setup page.



Step 4: Click **“Next”** to get to the registration.



Step 5: Fill in the following information:

- a) Select **"StarHub"** under **"Choose a Provider"**
- b) Enter **"Your Date of Birth"**
- c) Enter **"Your Mobile Number"** and **"Confirm Mobile Number"**
- d) Select the checkbox **"I agree to the terms and conditions"**.
- e) Click **"Next"**.

Please note that when you perform the above, you need to have an Internet connection to request for OTP verification.

The screenshot displays the 'Setup' screen of the Wireless@SGx application. At the top, there is a progress indicator with three steps: 1. Registration, 2. Verification, and 3. Configuration. The 'Setup' section is currently active, showing the following fields and options:

- Choose a Provider:** Three circular icons are shown: M1, Singtel, and StarHub. The StarHub icon is highlighted.
- Your Date of Birth:** A text input field with a calendar icon on the right.
- Your Mobile Number:** A text input field containing '+65'.
- Confirm Mobile Number:** A text input field containing '+65'.
- Terms and Conditions:** A checkbox labeled 'I agree to the [terms and conditions](#)'.
- Next:** A dark grey button with the text 'Next'.

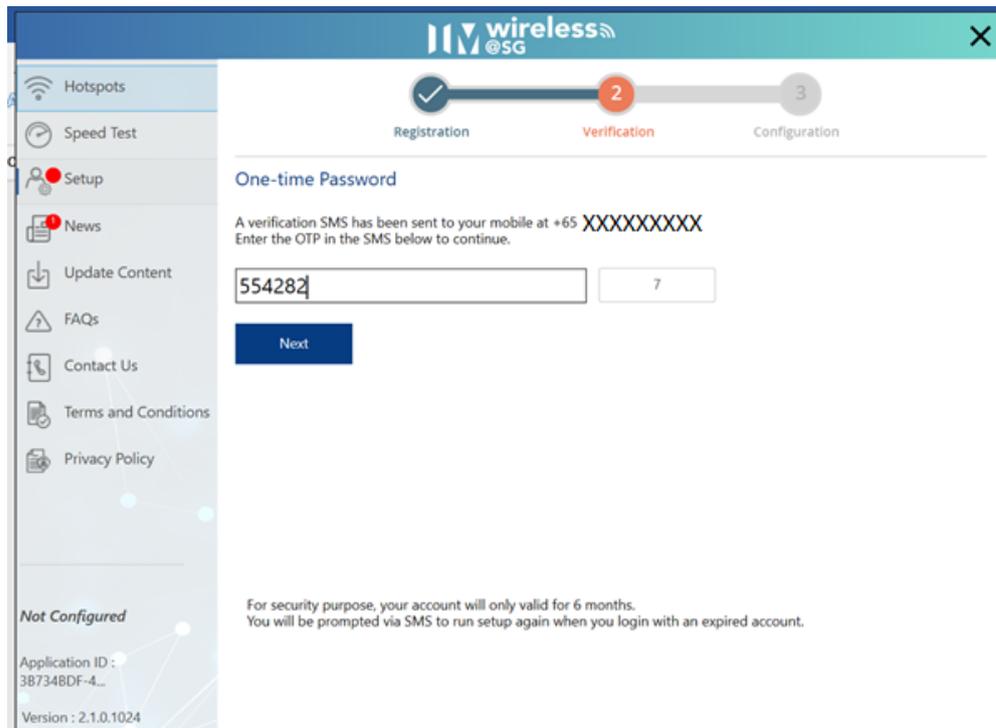
At the bottom left, there is a 'Not Configured' section with the following information:

- Application ID : 3B734BDF-4...
- Version : 2.1.0.1024

At the bottom right, there is a disclaimer:

For security purpose, your account will only be valid for 6 months. You will be prompted via SMS to run setup again when you login with an expired account. Although this app is by IMDA, kindly note that the Wireless@SG account will be issued by the respective providers above.

Step 6: A verification SMS will be sent to your mobile phone. Please enter the OTP in the SMS and click “**Next**” to proceed with verification.



wireless@SG

Hotspots
Speed Test
Setup
News
Update Content
FAQs
Contact Us
Terms and Conditions
Privacy Policy

Not Configured
Application ID : 387348DF-4...
Version : 2.1.0.1024

Registration Verification Configuration

One-time Password

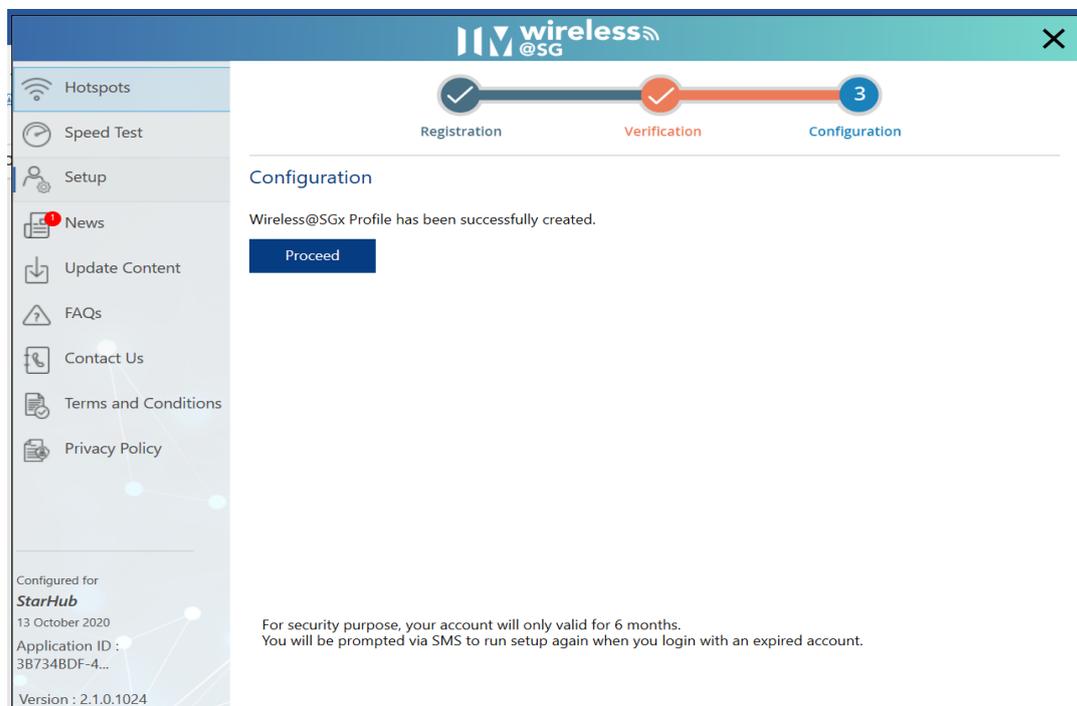
A verification SMS has been sent to your mobile at +65 XXXXXXXXXX
Enter the OTP in the SMS below to continue.

554282 7

Next

For security purpose, your account will only valid for 6 months.
You will be prompted via SMS to run setup again when you login with an expired account.

Step 7: Click “**Proceed**” to configure the profile.



wireless@SG

Hotspots
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Configured for
StarHub
13 October 2020
Application ID : 387348DF-4...
Version : 2.1.0.1024

Registration Verification Configuration

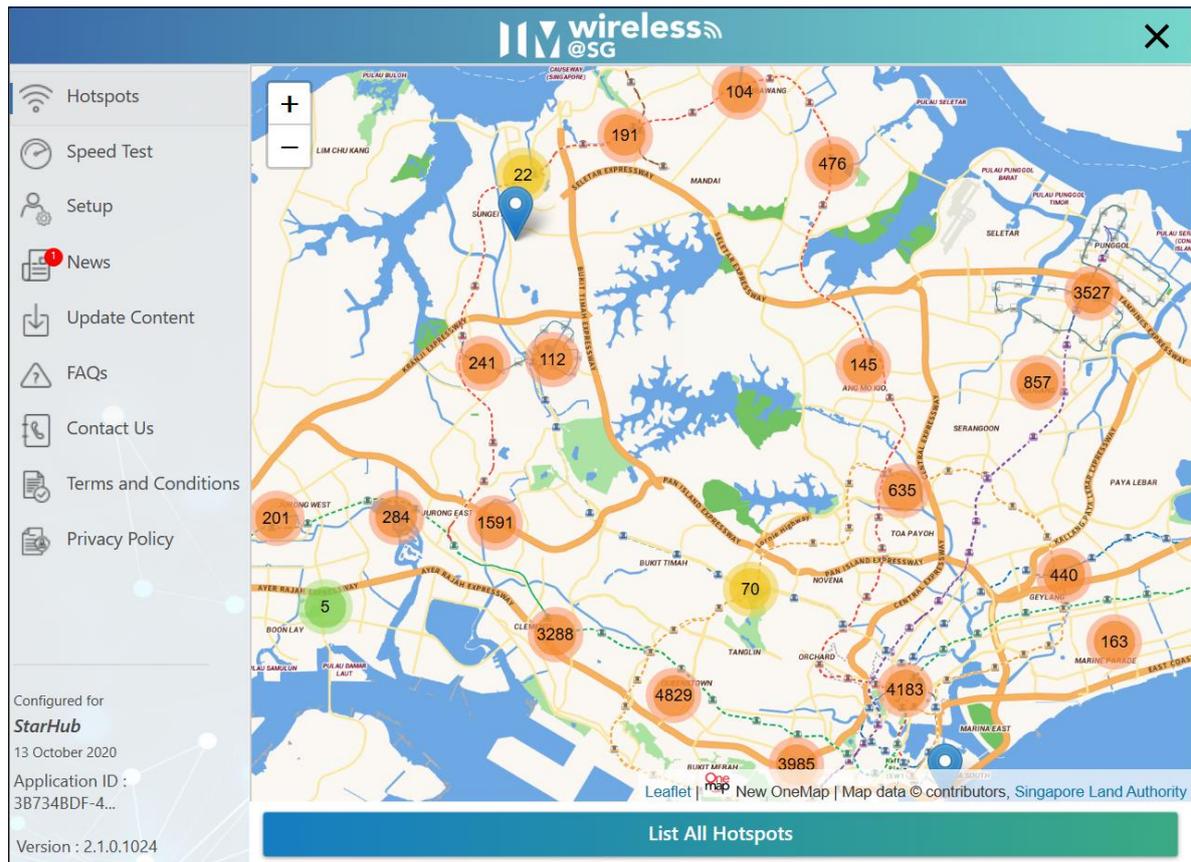
Configuration

Wireless@SGx Profile has been successfully created.

Proceed

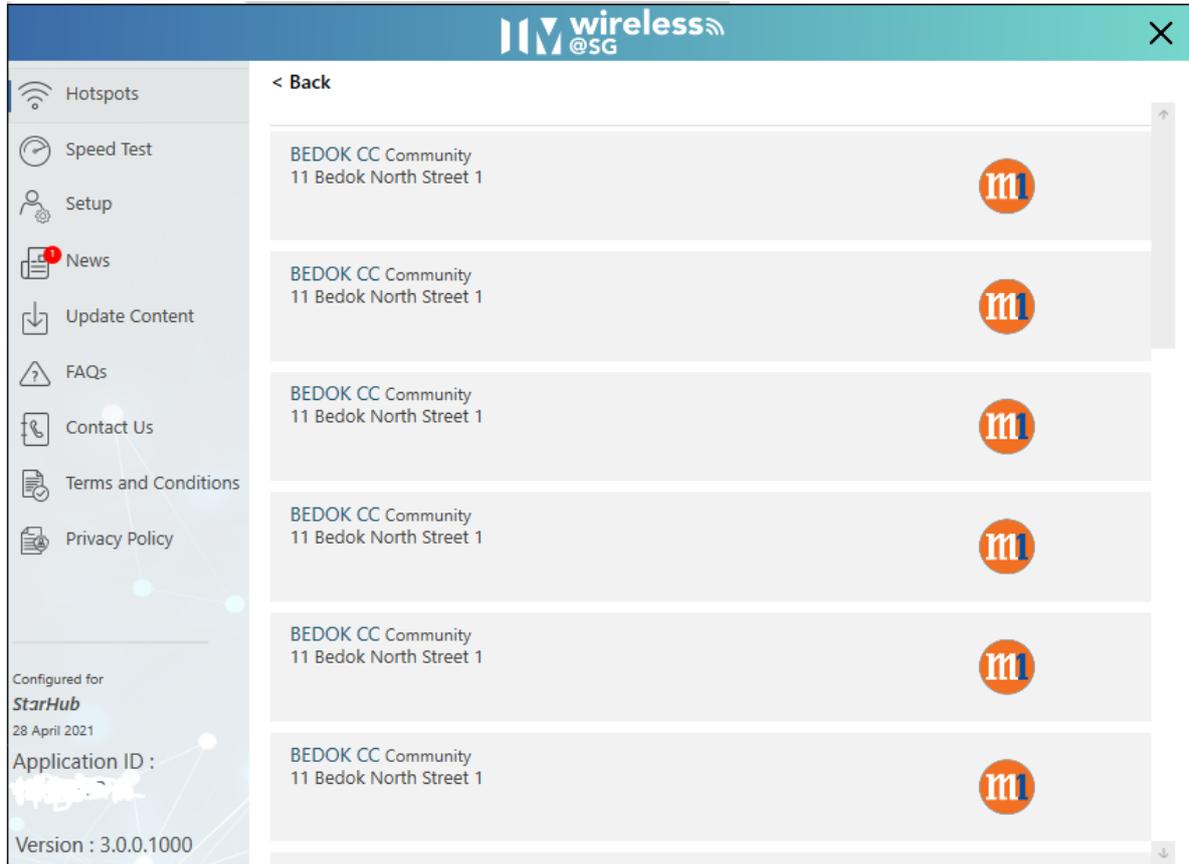
For security purpose, your account will only valid for 6 months.
You will be prompted via SMS to run setup again when you login with an expired account.

Step 8: Once you see the screen below, you are done with the setup.



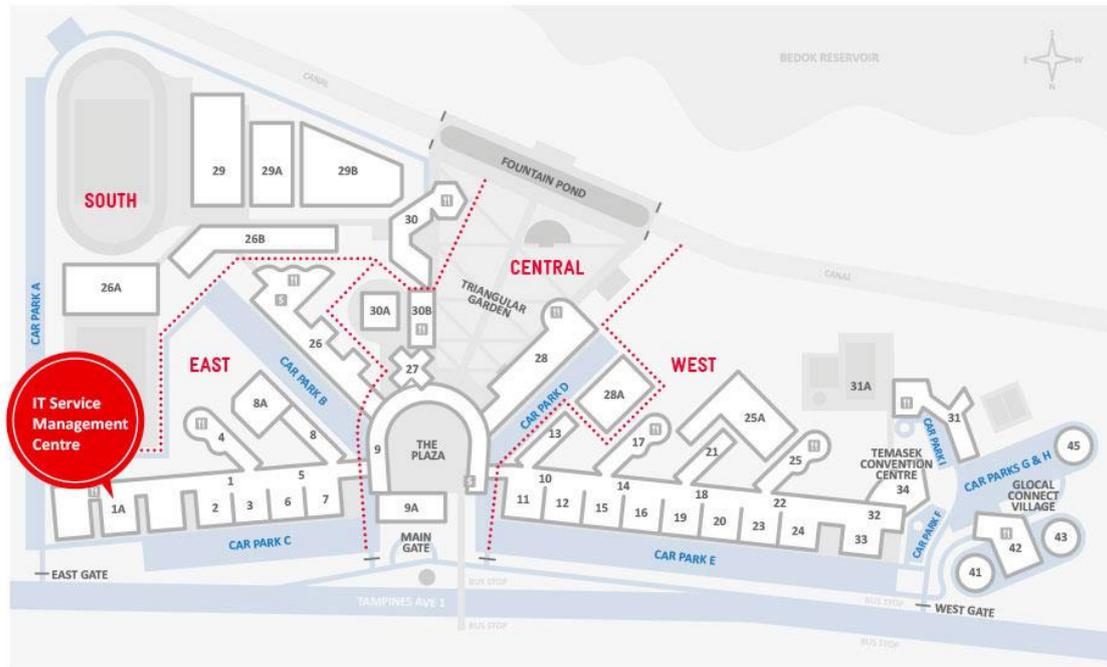
3. Connecting to Wireless@SGx

Select your closest hotspot on the map and connect.



4. Contact Us

For any further enquiries or issues, contact TP's IT Service Management (ITSM) Centre at 6780 5933 or email at itsm@tp.edu.sg. Our center is located at East Wing Building, Block 1A, Level 4, Unit 02.



IT Service Management Centre East Wing Building, Block 1A, Level 04, Unit 02
Locate us via lift lobby 57, 58, & 59 (turn right when exit the lift)

CAMPUS MAP

The operating hours of the Centre are:

Mondays to Fridays: 8.00am to 9.30pm (except for September vacation period where closing time will be at 6.30pm)

Saturdays: 8.00am to 1.00pm