Connecting to a WiFi Hotspot with Apple Mac OS X
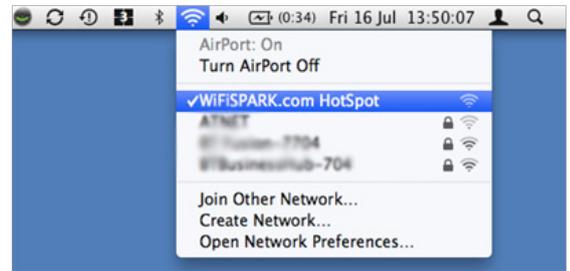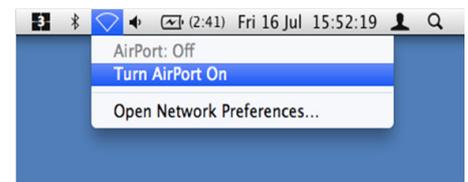
1. Click the wireless icon at the top right of the screen and select WiFiSPARK.com HotSpot from the dropdown menu.

    If you cannot see any wireless networks ensure your Airport is On.

2. Open your web browser

Next you will need to open an Internet Browser. The most common web browsers are Firefox or Safari. Either one is compatible with our system. You will be redirected to the SPARK portal page where you can choose your payment / access method. SPARK often offers useful sites in the 'Free Links' Section so feel free to look around!

Troubleshooting

If you are not redirected to the portal page, you may have some static IP settings set on your Mac. These are sometimes required for business/office networks but will stop you connecting to any other networks such as public hotspots. Providing you make a note of anything you change, it shouldn't be a problem changing these settings.
To check that your settings are set to automatic:

1. Click on the wireless icon at the top right of your screen and select Open Network Preferences
2. Click Airport from the left hand side and then Advanced
3. Click on the TCP/IP tab
4. Configure IPv4: If this is set to anything other than Using DHCP, make a note of your IP address, subnet mask and gateway as you will probably need to change these settings back when you return to work or home. Once you have made a note of the settings, change Configure IPv4 to Using DHCP
5. Now click on the DNS tab and make a note of any DNS addresses that you have in the list and then remove them using the – (hyphen) button at the bottom of the list. It is normal to have one DNS address in the list that appears greyed out. This is provided by our system automatically when connecting to our network.
6. Now click on OK and close any open windows.
7. Open your Internet Browser such as Safari or Firefox and try again.

If you are still unable to connect to the internet, please contact our helpdesk on
0844 848 9555 or email support@wifispark.com

WiFiSPARK