

## **Sacramento River RV Park**

6596 Riverland Dr., Redding, CA 96002

(530) 365-6402

info@sacriverrvpark.com

## **Wifi Information & FAQs**

### **What wifi plans are offered?**

We offer three types of wifi plans based on length of usage – Daily, Weekly and Monthly. Our prices are as follows:

**Daily:** \$4

**Weekly:** \$20

**Monthly:** \$40

\* prices subject to change

### **How do I purchase?**

1. Select the **SACRIVERTENANT** wifi and a splash page will appear.
2. Select a voucher package and click “proceed to checkout.”
3. Enter in payment details.
4. The device you are purchasing on will be automatically connected and you will receive an email with your voucher number to use on other devices.

### **How can I pay?**

You can pay using a debit or credit card. No payment is accepted in the office.

### **How many devices are allowed on the plan? Can I change them?**

Up to three devices are allowed on the plan at any one time; however, you can change the device at any time using the guest portal and the login credentials provided.

### **Will my smart devices work (Apple TV, Amazon Alexa, etc.)?**

Yes! We moved to this software system so that you'd be able to connect smart devices to our wifi. Here's how:

1. Purchase the wifi package on a phone, computer or tablet.
2. Login to your guest portal using the login credentials provided after purchase.
3. On the dashboard, click “add new device.” Name your device and enter the MAC address for it. If you do not know how to access your device's MAC address, click the “help” button on the top left. Instructions for common devices are there.
4. Once this has been completed, your smart device should be able to connect to the wifi.

### **Can I enable automatic payments so I don't have to repurchase at the end of the time period?**

Yes, you can set this up on your guest portal.

### **Is the internet secure?**

Yes, client isolation is enabled and the connection to the tower is encrypted.

### **My wifi isn't working on one of my devices. Why is that?**

All devices are not created equal and some – like older Android phones – are notoriously worse at receiving consistent signals. We are able to see and fix the wifi signal that we are giving out, but we are not in control of your device or the quality of reception you are getting on it. Try using your device outside your unit and see if that helps with the connection.

***Please let us know if you are having any issues and we'll happily check our equipment during office hours.***