

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

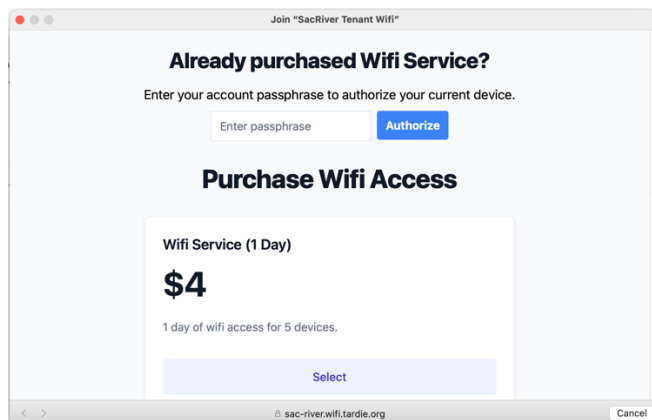
Weekly: \$20

Monthly: \$40

* prices subject to change

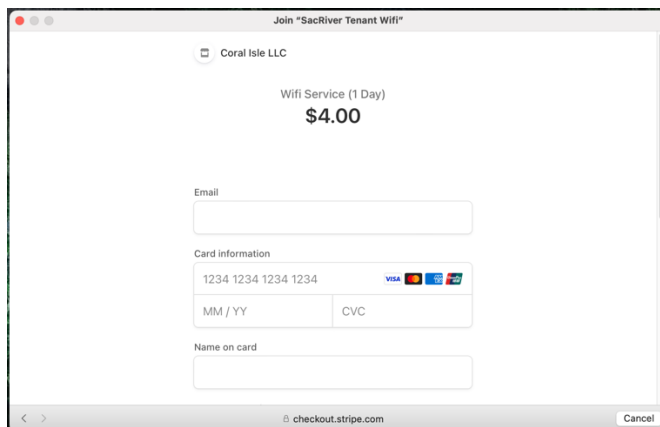
How do I purchase?

1. Select the **SACRIVERTENANT** wifi and a splash page will appear.
2. Select a 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 unique passphrase that you can use to sign in on other devices. The email will also have a link you can click to manage your devices.



How can I pay?

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



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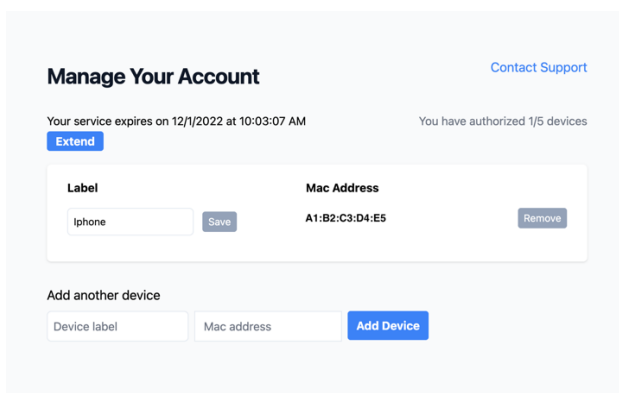
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How many devices are allowed on the plan? Can I change them?

Up to five devices are allowed on the plan at any one time (this is subject to change). However, you can change the devices at any time using the portal (<https://sac-river.wifi.tardie.org>) and the login credentials provided. You can also click the link that was emailed to you.



The screenshot shows a web interface titled "Manage Your Account" with a "Contact Support" link in the top right. Below the title, it displays "Your service expires on 12/1/2022 at 10:03:07 AM" and "You have authorized 1/5 devices". There is an "Extend" button. Below this is a table with two columns: "Label" and "Mac Address". The first row shows "Iphone" in the Label field and "A1:B2:C3:D4:E5" in the Mac Address field. There are "Save" and "Remove" buttons next to the Mac Address field. Below the table is a section titled "Add another device" with input fields for "Device label" and "Mac address", and an "Add Device" button.

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

Yes. Use the portal to add another device using the MAC address (see screenshot above).

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.

How do I contact tech support?

On the top-right of the portal, there is a "Contact Support" link that will open an email. Please email us your issues and we will respond promptly.