HotSpot Wifi

Troubleshooting

FIRST: Download proper certificate

All devices that will go home with students or a student's home computer will need to follow the steps in the attached document to download the proper certificate for filtering on the hotspot.

[Click here for Certificate Instructions](#)

If this step is not performed the users WILL have issues trying to get on the internet.

"Data Usage is not available at this time"?

If you have devices that are getting the error

"Data Usage is not available at this time" – this is due to the hotspot needing the following update:

If students are having issues with the hotspots at home, they will need to make sure all updates are applied to the hotspot. Here are the instructions they will need to perform:

[Click here for Update Instructions](#)

Still Having Trouble?

For issues with the physical device- (ex. Sim card not recognized, the hotspot will not power on) contact the Verizon WEHD (Wireless Enterprise HelpDesk) 1-800-525-0481

If you are connected and have service (bars on the device that show network connectivity), but you are not able to get on the internet or have issues with certain things on the internet contact the Cyber Reef Helpdesk 1-251-279-0749