

How to Get Connected

Your guide to using our onboard Wi-Fi

24 June **2018**



WI-FI FREEDOM

Just because you've stepped onboard, doesn't mean you have to go off-line. With our reliable and secure Wi-Fi service, you can surf the web while you ride the rails!

Connection to Wi-Fi is available for all our customers, both onboard and in all our First Class Lounges. Once your device has established a connection you can get online straight away. So whether you want to check out your destination, email the office or see what your friends are up to - you can do it all from the comfort of your seat.

Onboard Wi-Fi is free for First Class customers and free for Standard customers who've booked direct with London North Eastern Railway. For Standard customers who didn't book direct, it's free for 15 minutes, then it's £5.00 for your journey.

Better connected

Using multiple mobile data connections we are able to offer continuous service along the entire LNER route. Our system automatically selects the best connection in the area and dynamically switches between these connections as you travel, which means your session will remain connected throughout your journey.

HOW DO I ACCESS WI-FI?

What do I need?

Our system supports most Wi-Fi enabled mobile devices and laptops.

If you are unsure if your device supports Wi-Fi please contact the Wi-Fi Support Team on **01163 66 33 36**.

Connecting to the Wi-Fi

Turn your mobile device on and make sure Wi-Fi is switched on. The LNER onboard Wi-Fi network is displayed as “**LNER-WiFi**” on your list of available networks. Connect to this network and launch your internet browser.

At this point you will be directed to our onboard landing page: **LNER.train**, where you can log on to the service and also where you can view the latest live travel information for your journey.

If you can't connect to the Wi-Fi

If your device doesn't connect automatically please contact the Wi-Fi Support Team or view the FAQ.

Our Wi-Fi Support Team is dedicated to supporting you during your journey. The team is here to help with any issues or questions you may have when using our Wi-Fi service.

You can contact the team on **01163 66 33 36**

Our hours of support are:

Monday to Friday 06.00-21.00

Saturday to Sunday 08.00-18.00.

GETTING CONNECTED

These instructions offer a step-by-step guide through the connection process for customers travelling in Standard. First Class customers only need to follow step 1, as Wi-Fi is complimentary.

1. Connect to 'LNER-WiFi' and open your web browser. The LNER onboard Wi-Fi landing page will then load. Enter your email address and hit 'connect'.



Register for your free Wi-Fi

Please register if you're a new user, or if you registered before December 2016.

You just need to register once. After that, you can simply sign in using your email.

Title*

First name*

Surname*

Email address*

If you're not already registered you'll be asked to fill in a quick form before logging on. Once logged on you'll see our welcome page to say that you're connected to Wi-Fi, displaying your remaining allowance.



Welcome to our Wi-Fi

You're now connected to our awesome onboard Wi-Fi, which means you can research recipes (yay) or check your emails (boo).

How long do I have left?

Your free Wi-Fi ends in:

0hrs | 14mins | 26secs

Got a problem logging in to Wi-Fi? Contact our dedicated support team on 01163 66 33 36

2. If you've booked direct from LNER.co.uk you will have been sent a FREE Standard Wi-Fi code for your journey. If you haven't booked direct, all customers in Standard are entitled to 15 minutes' free Wi-Fi per journey.

Once you're successfully logged in, you can either use your free minutes or top up your balance for a longer connection. Alternatively, to get Wi-Fi you've already paid for, enter the passcode that was emailed to you when you made your purchase. If you enter your passcode or click to use your free time you'll be directed straight to the connected page. Remember – once you click to use your free 15 minutes your Wi-Fi service will run continuously and cannot be paused.

Need to top up?

See the options below

15 minutes - Free Get online	10 hours - £5 Top up
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3. To top up your Wi-Fi account, select which top-up option you want. If you're entitled to 15 free minutes they will be added to your purchase automatically. Top up with a £5.00 purchase and you'll have 10 hours of Wi-Fi and you can use the internet on multiple journeys within the 10 hours from the point you paid or entered your first passcode. Your internet time will run continuously – it cannot be paused or carried over.
4. You will be redirected to a secure payment page to make your purchase. You'll need your credit/debit card details to complete the transaction.
5. Your top-up is now complete. The passcode on the screen is your proof of purchase – so make sure you have a copy of it. It will also be emailed to you. Save your passcode for future reference if you don't want to browse straight away. Remember – once you click on 'Get started' your Wi-Fi connection will run continuously and cannot be paused.
6. Once you've selected 'Get started' your Wi-Fi connection will begin and you'll be taken to a connected page. Click the 'Start surfing' button to open a new window".
7. When your Wi-Fi service expires you will be given the opportunity to top up for more internet time.

** You can bookmark this page to return to it at any time to check your remaining time balance.

FAQs

What speeds will I get from the service?

Due to the nature of the mobile connections the speed will fluctuate depending on your geographic location and the number of users on the service. See our route map to check coverage by area.

How secure is the network?

All practical safeguards have been implemented on the train. Although our network is open, it should not be possible for other users to gain unauthorised access to your computer. Always ensure that you are connected to the right network. We also recommend that you have up-to-date firewall and anti-virus software.

Which network do I connect to?

You should connect to 'LNER-WiFi'.

Do I get a free 15 minutes every journey?

Yes, you will get a new free minutes on every journey so even if you take multiple journeys in one day you will receive a new free allocation on each train.

If I purchase a £5.00 top-up does it run out in 10 hours or is it for 10 hours' worth of use (can I stop/start it)?

A £5.00 top-up will start from the moment you click 'Start surfing', and will run continuously for 10 hours. You will be able to use it on multiple journeys within the 10 hour period, by logging into the Wi-Fi system and entering your passcode.

Can I transfer my Wi-Fi credit onto a different computer or device?

Yes, you will just need to enter your passcode on the other computer/device to launch it there. Only one device at a time can be used with each code.

What happens if I lose connection during my session? Will I be able to resume?

Yes, you will be able to resume your session. Just go back to the portal [LNER.train](#) and enter your passcode again.

What happens if I lose connection during the payment process?

If you lose your connection after making a payment and you have received your pass code, you will be able to use your pass code to get re-connected. If you lose connection after making a payment, but before receiving your pass code, please check your email in case this has been sent through already. If not, please contact the Wi-Fi Support Team.

How long will I have to redeem a passcode I have purchased?

Your passcode will be valid for 28 days from the day you purchase it.

Your landing page does not appear automatically when I open my web browser. What do I do?

Enter LNER.train into your address bar.

What can I surf?

You can access most websites, however we don't permit video streaming and catch up tv or other services that require excessive bandwidth. This is to ensure everyone has a good surfing experience.

What if something goes wrong?

If you have no luck or the following message appears, then give our Wi-Fi Support Team a call on **01163 66 33 36**.



ONBOARD WI-FI SIGNAL STRENGTH

