iPad iPhone and iPod Touch User Guide

How to connect.

1. On the first main interface touch Settings then touch Wi-Fi.
2. Make sure that Wi-Fi is set to ON at the top and you should then get a list of all available WiFi networks in your area.
3. Touch the network you would like to connect to and the connection should then be established after a few seconds. Now that you are connected to the network, open Safari which is the internet browser. You should now get automatically redirected to the SPARK portal page.
4. You then need to click the relevant option to you. If it is your first time using the service you will need to click 'Pay by Credit/Debit Card', or if you have been supplied with a voucher you should click 'Use a Voucher' and then enter your voucher id and pin. If you have used the service before you need to click 'Existing User Login' and enter the username and password you generated when you purchased time.
5. Once you have entered your login credentials you will be redirected to our home page and you will be free to browse the web at your leisure.
6. If you are required to log out you can do this by entering 1.1.1.1 into the address bar.

Common Issues.

Cannot activate login button or Safari refuses to continue after input of text in dialogue boxes.

1. Close Safari and go to the iPad 'Settings' icon
2. Scroll down to find the Safari settings
3. Click on AutoFill if it is turned on (as shown below)
4. Turn off "Use my contact info"
5. Turn off "Names and Passwords"
6. Cleared all names and password
7. Close settings by pressing the Apple Function Button

The Autofill option under Safari settings looks like this. Note this iPad is set to 'On' which is causing the problem.

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So click on the Autofill to reveal the options and set them to 'Off' as shown below.
Then click the Safari arrow box in the top left hand side of that frame and the Autofill will be shown as disabled as shown below.

The Autofill option under Safari settings looks like this. Note this iPad is set to 'On' which is causing the problem.

Accept Cookies should be set to Always and JavaScript can be set to 'On' if connecting problems still occur.
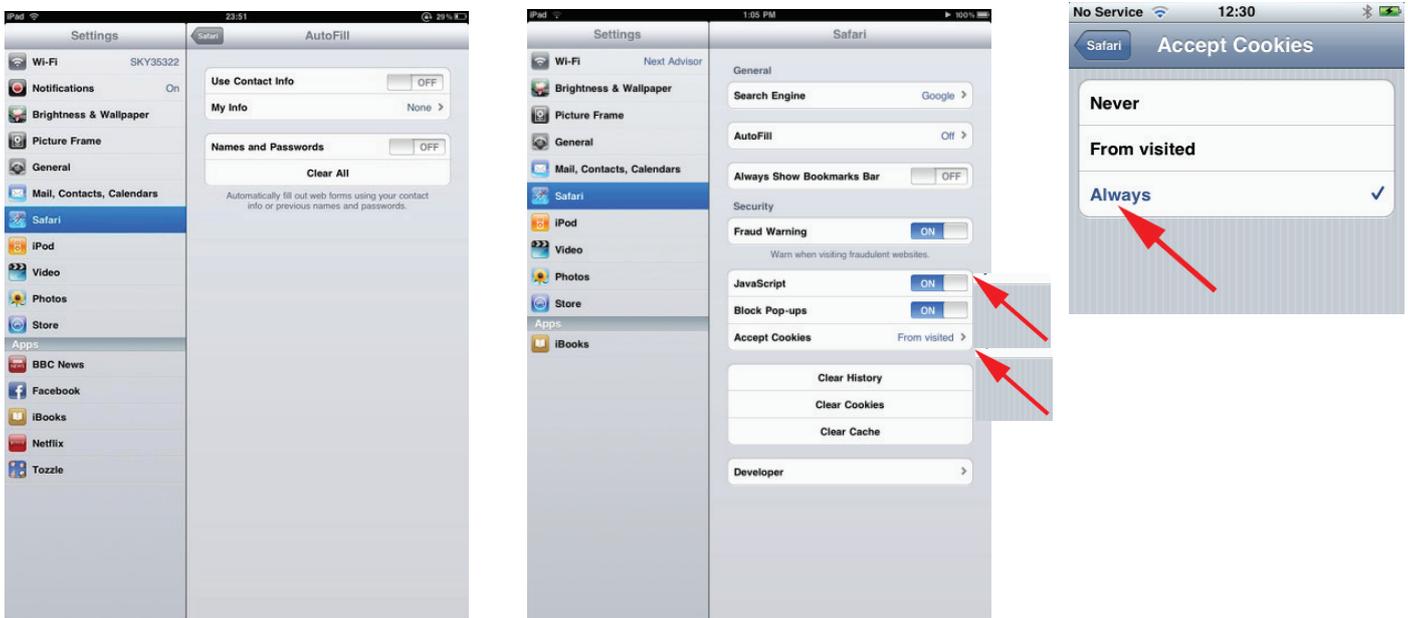
If you are still unable to connect to the internet, please contact our helpdesk on 0344 848 9555 or email support@wifispark.com

WiFiSPARK