

Scotway House; Wi-Fi - FAQs

How do I connect?

- All residents will have received an email or text allowing them to connect up to 5 wireless devices. If you do not think you have received this email please check your spam/ junk folder, it will have come from no-reply@aerohive.com
- Switch the wi-fi on your device and search for Scotway Resident, once you have this enter the password you have received by email/ text.

I'm having problems;

- Check your wireless is enabled. This can sometimes be a button on your computer to enable/disable it.
- Ensure you have connected to "Scotway Resident"
- Try moving to a different location within your flat, such as the kitchen or corridor to see if it's a wireless signal problem, if so please contact us on info@softworx.co or 01414715471*.
- Ensure that your TCP/IP settings are set to automatic:

Is your web browser working OK?

- Try another web browser, such as Google Chrome, Mozilla Firefox, Microsoft Edge. This is always worth trying as some browsers may use settings preventing you from seeing your pages.

Is your DNS functioning?

- Are you receiving an error stating "Unable to resolve host?" This may mean that your DNS settings are not set to automatic

I'm having problems with my computer/a device I use.

- Softworx is not responsible for your devices. Please speak to a desktop support company or your University's IT department.

I can't make a phone call in my room because of poor signal.

- Softworx is not responsible for the mobile signal you receive in your room. Please contact your mobile phone network provider. They may be able to provide an alternative solution.

If you are experiencing connection drops over the wireless, here are the very first things you will need to check:

- Make sure your computer has the latest software updates installed
- Check your signal strength, try moving around to connect to another access point and see if the issue continue
- Reboot your device and reconnect.
- If the problems continue please contact info@softworx.co or 01414715471*

When reporting an issue to info@softworx.co or 01414715471* we will need a clear description, inclusive of the following:

- Name
- Mobile number
- Room Number
- Where in the building are you finding the issues, e.g; Reception, Gym, Room number, all of the above?
- When were you experiencing the issue?
- Is there a specific web page or application that you can not connect to?

*Monday to Friday 09:00am to 17:00pm.