Email and WiFi Resource Guide Shared with Students 4/7/20

Dear Colleagues,

Please see the information below regarding Wi-Fi access shared with students on April 7. We hope you find these resources useful and share them with students you encounter who may need help connecting to Internet services.

We hope you take comfort in knowing we are working diligently to find innovative ways to help Rio Salado students and staff during these challenging times. We appreciate the phenomenal work you are doing as we move through this together.

Sincerely,

Kate Smith
Rio Salado College Interim President

Student Email: Free and Low-Cost Internet Services for You

Dear (Student Name)

With many venues that provide Wi-Fi access closed for service due to the COVID19 outbreak, we are sharing the resources below and in the attached PDF as potential resources to help you stay connected, safely. We are committed to your success during these challenging times, and always.

Low-cost Computers and Internet Services

EveryoneOn provides a directory of **low-cost Internet and computer options**. Visit everyoneon.org/find-offers and enter your zip code to see what services are available in your area and whether you qualify.

Free and Discounted Cellular Services

Most cellular providers have increased access to Internet services in response to COVID-19. The attached PDF includes an overview of the major providers in Arizona offering discounts as of April 1.

How to Connect to Your Mobile WiFi Hotspot

The attached PDF provides **instructions on how to set up and enable mobile hotspots** built into your Android and Apple iOS devices so you can access the Internet.

Free Public WiFi Options

- The attached PDF provides information for Arizona students on how to access **free, outdoor Cox WiFi** hotspots in the Valley.

- These companies have provided **free WiFi** and may have viable hotspots in their parking lots. Here are links to their locations pages:
    - o Starbucks: starbucks.com/coffeehouse
    - o McDonald's: mcdonalds.com/us/en-us/services/free-wi-fi.html
    - o Panera Bread: panerabread.com/en-us/wifi.html
    - o Dunkin' Donuts: dunkindonuts.com/en/locations
    - o Target: target.com/store-locator/state-listing

Public WiFi Safety Tips

Public Wi-Fi networks are great, but **they aren't always safe**. Sharing a network with other people means that your personal information is in danger of being seen or accessed. Protect yourself by taking the following precautions:

Don't enter sensitive information. Do your banking and online shopping at home to avoid exposing yourself to identity theft or credit card fraud.

Use 'https' (secure) websites as much as possible. While most frequented websites such as Facebook and email providers will automatically convert the URL to a secure connection, keep an eye on the URL to make sure. Chrome users can also install [an extension](#) that will encrypt your data with major websites to make your browsing safer.

Forget the network. Unless you specify otherwise, your computer or device will likely remember the Wi-Fi network and reconnect to it whenever you are in range. Doing this can leave your information exposed while you're not browsing. Avoid this by unchecking 'Connect Automatically' in your network settings.

Enable [two-factor authentication](#) on frequently visited sites. By adding an extra layer of protection (i.e. entering your phone number or selecting an accompanying icon) to any password protected website, you are effectively reducing the likelihood of a hack.

We hope you find these resources useful and that you take comfort in knowing we are working diligently to find innovative ways to help you during these challenging times.

Sincerely,

Kate Smith
Rio Salado College Interim President

RIO SALADO COLLEGE
A **MARICOPA** COMMUNITY COLLEGE

WiFi Resource Guide

INFORMATION ON CELLULAR PROVIDER RESPONSES TO COVID-19

In response to COVID-19, most cellular providers have increased access to internet services. Here's a quick overview of the major providers in Arizona (as of April 1, 2020):
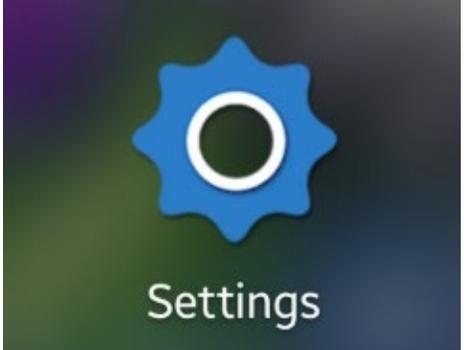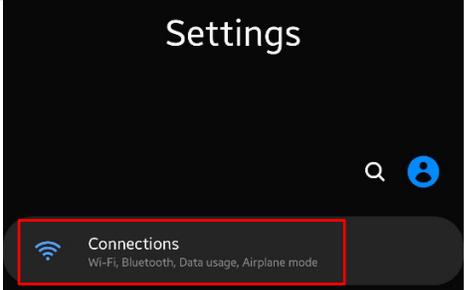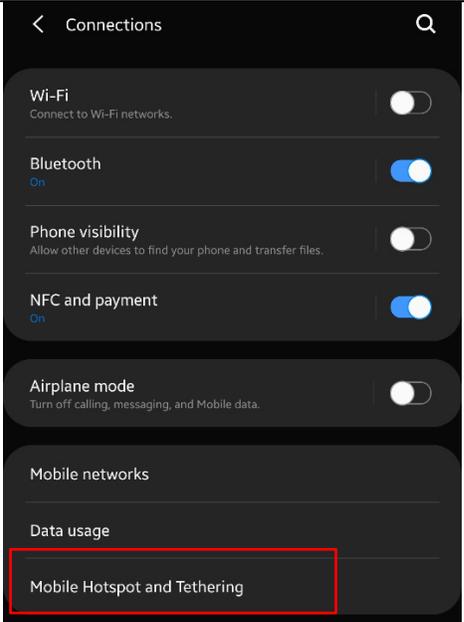
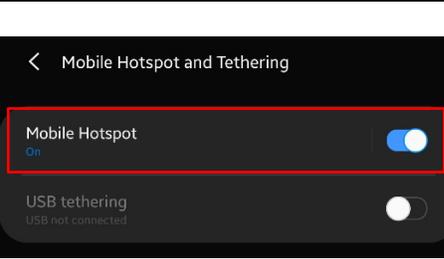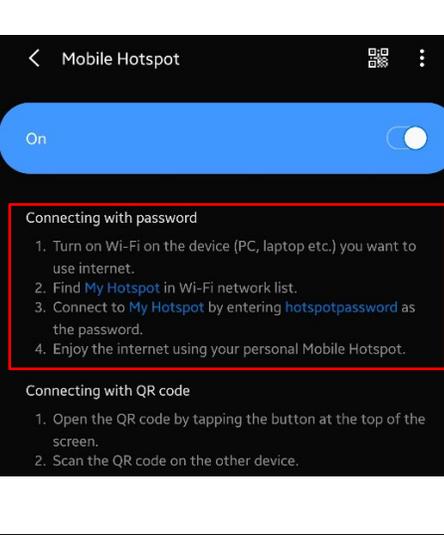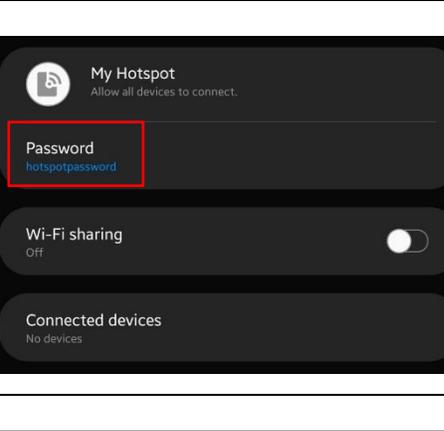| AT&T	• **Waive domestic postpaid wireless plan overage charges for data, voice or text for residential or small business wireless customers incurred because of economic hardship related to the coronavirus pandemic.** • **Keep our public Wi-Fi hotspots open for anyone who needs them.** • Not terminate the service of any postpaid wireless, home phone or broadband residential or small business customer because of their inability to pay their bill due to disruptions caused by the coronavirus pandemic. • Waive any late payment fees that any postpaid wireless, home phone or broadband residential or small business, U-verse TV or DIRECTV customer may incur because of economic hardship related to the coronavirus pandemic. See https://about.att.com/pages/COVID-19.html for more information.
Cricket	• **Adding data for new and existing customers to capped and unlimited voice and data plans for a limited time.** • **Offering 2GB of data, with unlimited talk and text, for $15/mo.** • Waive the reactivation fee and the Automated Phone System fee that applies to service payments. • Offer BridgePay, which lets you split your current bill into two payments, giving you an additional 7 days to pay. See https://www.cricketwireless.com/support/fraud-and-safety/covid-19.html for more information.
Sprint	• **Most consumer customers on metered data (not Unlimited) plans will receive Unlimited data for 60 days (or a minimum of 2 bill cycles).** • **Sprint will provide an additional 20 GB Mobile Hotspot per month per line for customers that already have Mobile Hotspot in their plan for 60 days (or a minimum of 2 bill cycles).** • **Sprint will also provide 20 GB Mobile Hotspot per month per line to any customer that has a capable handset and does not have Mobile Hotspot today for 60 days (or a minimum of 2 bill cycles).** See https://www.sprint.com/en/landings/covid-19.html#faq-06 for more information.
T-Mobile & Metro by T-Mobile	• **ALL current T-Mobile and Metro by T-Mobile customers as of March 13, 2020 who have legacy plans without unlimited high-speed data will get unlimited smartphone data for the next 60 days (excluding roaming).**

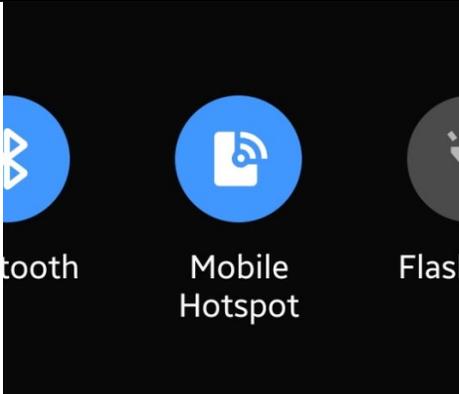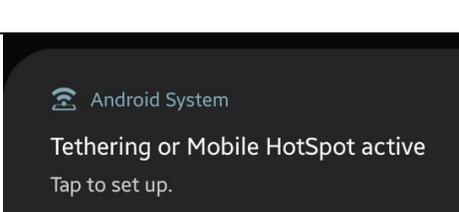|	
	• **Starting March 20, 2020, providing T-Mobile and Metro by T-Mobile customers on smartphone plans with hotspot data an additional 20GB of smartphone mobile hotspot (10GB per bill cycle for the next 60 days) for each voice line. (T-Mobile Connect excluded).** • **Working with our Lifeline partners to provide customers extra free data up to 5GB of data per month through May 13, 2020.** See https://www.t-mobile.com/brand/ongoing-updates-covid-19#customers and https://www.t-mobile.com/news/t-mobile-update-on-covid-19-response for more information.
U.S. Cellular	• **Eliminated overage charges for those of you on legacy plans, including Shared Connect and other postpaid and prepaid plans with data limits, so you can use the data you need without worrying about your bill.** • **To further enhance your experience, if you are currently on a limited 2GB or 6GB plan, your plan will not be throttled to 2G speeds at those thresholds.** • **Additionally, extra data provided beyond your plan will be delivered at speeds that are suitable for standard definition video quality.** • **If you're on an Unlimited Everyday or Even Better plan, we've provided you an extra 15GB of hotspot data to adjust to any shifting and varying work arrangements.** See https://www.uscellular.com/covid-19#our-customers for more information.
Verizon	• **Give 15GB of additional high-speed data for wireless consumer and small business customers that will be automatically applied to consumer plans from March 25 through April 30, 2020. No customer action is necessary.** • **Offer a new affordable internet option for low-income households, starting April 3. Click for the latest news release.** • Waived late fees and overage charges for 60 days from March 16 to May 13 for customers and small businesses who let us know they are unable to pay as a result of economic hardship due to the COVID-19 pandemic, and we will not terminate service to those customers. • Current customers who have Lifeline service (low income) as of March 20 will have all billing charges waived for 60 days (two billing cycles) beginning with their March 22, 2020 bills. See https://www.verizon.com/about/news/covid-response-customers for more information.

HOW TO CONNECT YOUR ANDROID DEVICES TO WIFI HOTSPOT

If you have an Android device with a connection to a cellular provider, you can set up a WiFi hotspot anywhere and share internet access with a laptop or other mobile device.

To set up/enable the Mobile Hotspot built into your Google/Samsung/LG or other Android Smart Device, follow the instructions below:

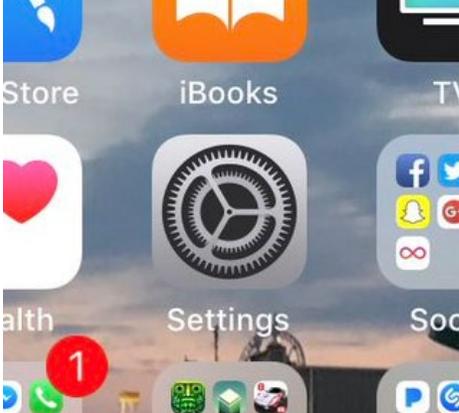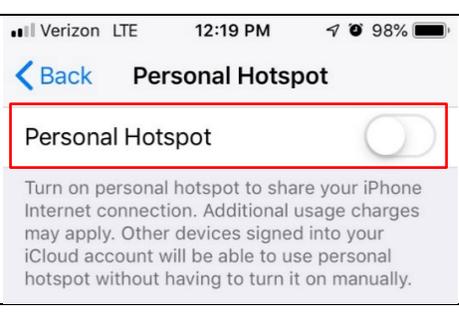|	
	First, tap on the *Settings* icon on your home screen.
	Then, in the *Settings* menu, tap the *Connections* icon.
	Once in the *Connections* menu, scroll near the bottom of the menu and tap *Mobile Hotspot and Tethering*.

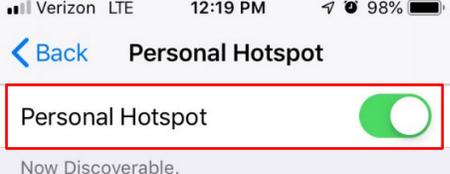|	
	From the *Mobile Hotspot and Tethering* menu, tap the *Mobile Hotspot* slider to enable this feature.
	The *Mobile Hotspot* slider will turn blue once enabled.
	With the Mobile Hotspot enabled, the instructions to connect to the hotspot will appear in the Mobile Hotspot menu as shown on the left: Connecting with password 1. Turn on Wi-Fi on the device (PC, laptop etc.) you want to use Internet. 2. Find My Hotspot in Wi-Fi network list. 3. Connect to My Hotspot by entering hotspotpassword as the password. 4. Enjoy the Internet using your personal Mobile Hotspot. As an alternative, there are also instructions using a QR code to connect, if that feature is enabled, though this is optional.
	Mobile Hotspot Menu (continued) Below the instructions to connect, the password for the hotspot and Wi-Fi sharing (disabled by default) will also be listed. At the bottom of this screen, a list of devices that are connected to the hotspot will be listed, though this will likely be empty (as shown) if this is your first time enabling this feature.

	This and the next step is optional and is an alternative for the first steps of this process. You may also open the *Mobile Hotspot* menu from the icon on the *Swipe Down* menu if available.
	From here, you may tap the *Tethering or Mobile HotSpot* item to set it up.

HOW TO CONNECT YOUR iPHONE/iPAD DEVICES TO WIFI HOTSPOT

If you have an iPhone or an iPad with a connection to a cellular provider, you can set up a WiFi hotspot anywhere and share internet access with a laptop or other mobile device.

To set up/enable the Personal Wi-Fi Hot Spot built into your Apple iOS Smart Device, follow the instructions below:

	First, tap on the *Settings* icon on your home screen.
	Then, in the *Settings* menu, tap *Personal Hotspot*.
	In most cases when the *Personal Hotspot* screen appears it will already have the *Personal Hotspot* slider set to enabled (the button will be green); this is because the *Personal Hotspot* enables as the screen is opened. If however the slider is not enabled, tap it to turn it on.

Verizon LTE 12:19 PM 98% ‹ Back **Personal Hotspot** Personal Hotspot 🟢 Now Discoverable.	Once the *Personal Hotspot* slider is enabled, it will be green and you may proceed to the next step.
Wi-Fi is Off Personal hotspot will only be available over Bluetooth and USB. Do you also want to enable it over Wi-Fi? **Turn on Wi-Fi** **Bluetooth and USB Only**	If your Wi-Fi on your phone is not enabled, enabling the Personal Hotspot will prompt you if you wish to enable Wi-Fi; tap *Turn on Wi-Fi* to enable the connection so that will be able to connect your laptop or computer to this mobile Hot Spot that you have enabled on your phone.
Wi-Fi Password 7i3y3gq1gaqos › 📶 TO CONNECT USING WI-FI 1 Choose "Personal iPhone" from the Wi-Fi settings on your computer or other device. 2 Enter the password when prompted. ✴ TO CONNECT USING BLUETOOTH 1 Pair iPhone with your computer. 2 On iPhone, tap Pair or enter the code displayed on your computer. 3 Connect to iPhone from computer. ⎘ TO CONNECT USING USB 1 Plug iPhone into your computer. 2 Choose iPhone from the list of network services in your settings.	The *Wi-Fi Password* will be listed below the slider. On your laptop or desktop computer, you will be able to connect to the *Personal Hotspot* using the instructions below (also appearing in the screenshot to the left). Please note, the name of your device may be something other than *"Personal iPhone"* depending on your particular setup: TO CONNECT USING WI-FI 1.Choose *"Personal iPhone"* from the Wi-Fi settings on your computer or other device. 2.Enter the password when prompted.