**Exclusive to OD members**

**Q1: How do I connect to the WeWork WiFi network?  
A1:** To connect to the WeWorkWiFi network, please follow these steps:

1. If you are an On-demand member, open the Wi-Fi settings on your laptop to view available networks.
2. Select and click on the network named "WeWorkWiFi."
3. A dialogue box will appear asking for your credentials:
   * **Username:** Building Guide WiFi username
   * **Password:** Building Guide WiFi password
4. You can find your username and password under<https://wework.co.in/account/?type=PROFILE>
5. Click on "Connect."
6. Proceed with any certificate authentication prompts if applicable.

**Q2: How do I connect to the WeWork Guest network?  
A2:** To connect to the WeWorkGuest network, follow these steps If you are an On-demand member

1. Open the Wi-Fi settings on your laptop to view available networks.
2. Select and click on the network named "WeWorkGuest."
3. The WeWorkGuest SSID will automatically connect and redirect you to a web browser for authentication:
   * Enter your full name and email ID, then click on "Connect with Email."
   * Enter your phone number to confirm your device and click on "Send Code."
   * Enter the verification code you receive and click on "Confirm Device."
   * Select "Guest" from the available options and click on the "Connect" button in the top-right corner to access the internet.

**Q4: How do I reset my WeWork WiFi credentials?  
A4:** To reset your WeWorkWiFi credentials, follow these steps If you are an On-demand member:

1. Log in to the<https://wework.co.in/account/?type=PROFILE> portal using a web browser.
2. Click on the "WiFi Tab" on the right side.
3. Scroll down and click on "Reset Credentials."
4. A new password will be displayed for connecting your devices.

**Q5: How can I find my MAC address on a Windows system?  
A5:** If you are an On-demand member, here is how to find the MAC address on a Windows system:

1. Open Command Prompt by clicking the Start button, typing "command prompt" into the search field, and selecting the Command Prompt icon.
2. Type ipconfig /all and press Enter.
3. Locate the MAC address listed as "Physical Address" and note the IP address listed as "IPv4 address."

**Q6: How can I find my MAC address on a MacBook?  
A6:** If you are an On-demand member, here is how to find the MAC address on a MacBook:

1. Click on the Apple menu and select "System Preferences" or "System Settings."
2. Click on the "Network" icon to open the Network options.
3. Select either "Ethernet" (for wired connections) or "Wi-Fi."
4. Click on the "Advanced" button to view the MAC address.

**Q7: What should I do if I'm experiencing slow internet speeds?  
A7:** If you are an On-demand member, follow the below steps to check for slow internet speeds:

1. Visit [Speedtest](http://www.speedtest.net) and click "GO" to perform a speed test.
2. If your speed is above 20 Mbps, there is no issue with the internet.
3. If the speed is below 20 Mbps, raise a ticket including:
   * Speedtest results from Speedtest.net
   * IP address and MAC address of your device
   * Building name, floor details, and office number (if applicable)

You can raise a ticket here - https://members.wework.com/workplaceone/content2/wework-support

**Q9: What should I do if I am unable to access a specific website?  
A9:** To address issues accessing a specific website, here is what you can do as an On-demand member

1. Verify if the website is accessible from other devices (e.g., mobile or another laptop).
2. Check if the website is accessible using a different Wi-Fi SSID (e.g., mobile hotspot or another network).

**Q10: How do I resolve issues while connected to a VPN?  
A10:** If you’re having trouble with VPN connectivity, here is what you can do as an On-demand member

1. Check your internet connection.
2. Verify your VPN settings.
3. Ensure you’re using correct login credentials and that your password is not expired.
4. Restart your device.