**Wifi issues - PO Members:**

**Q1: How do I connect to the WeWork WiFi network?  
A1: To connect to the WeWorkWiFi network, please follow these steps if you’re a private office member:**

* **Open the Wi-Fi settings on your laptop to view available networks.**
* **Select and click on the network named "WeWorkWiFi."**
* **A dialogue box will appear asking for your credentials:**
  + **Username: Building Guide WiFi username**
  + **Password: Building Guide WiFi password**
* **Click on "Connect."**
* **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, please follow these steps if you’re a private office member:**

* **If you’re a private office member, open the Wi-Fi settings on your laptop to view available networks.**
* **Select and click on the network named "WeWorkGuest."**
* **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 to access the internet.**

**Q3: How do I connect to the WeWork Device network?  
A3: To connect to the WeWorkDevice network, please follow these steps if you’re a private office member:**

* **If you’re a private office member, log in to the members.wework.com portal using a web browser.**
* **Click on the "WiFi Tab."**
* **Select "WeWorkDevice."**
* **Choose the device type, enter the MAC address and device name.**
* **Click "Add Device."**
* **Use the displayed password to connect your device to the WeWorkDevice SSID.**

**Q4: How do I reset my WeWork WiFi credentials?  
A4: To reset your WiFi credentials, please follow these steps if you’re a private office member:**

* **If you’re a private office member, Log in to the members.wework.com portal.**
* **Click on the "WiFi Tab."**
* **Select "WeWorkWiFi" and click on "Reset Credentials."**
* **A new password will be displayed.**

**Q5: How can I find my MAC address on a Windows system?  
A5: To find the MAC address on a Windows system, please follow these steps if you’re a private office member:**

* **Open Command Prompt by clicking the Start button, typing "command prompt," and selecting the Command Prompt icon.**
* **Type ipconfig /all and press Enter.**
* **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: To find the MAC address on a MacBook, please follow these steps if you’re a private office member:**

* **Click on the Apple menu and select "System Preferences" or "System Settings."**
* **Click on the "Network" icon to open Network options.**
* **Select either "Ethernet" or "Wi-Fi."**
* **Click "Advanced" to view the MAC address.**

**Q7: What should I do if I'm experiencing slow internet speeds?  
A7: To check for slow internet speeds, please follow these steps if you’re a private office member:**

* **Visit Speedtest and click "GO" to perform a speed test.**
* **If your speed is above 20 Mbps, there is no issue.**
* **If the speed is below 20 Mbps, raise a ticket including:**
  + **Speedtest results**
  + **IP address and MAC address of your device**
  + **Building name, floor details, and office number.**

**Q8: What can I do if I experience Wi-Fi disconnections?  
A8: To troubleshoot Wi-Fi disconnections, please follow these steps if you’re a private office member:**

* **Update your Wi-Fi adapter and firmware drivers or install OS updates.**
* **Reset the Wi-Fi password and reconnect using the new password.**
* **Check Ping and Traceroute results to 8.8.8.8.**

**Q9: What should I do if I am unable to access a specific website?  
A9: To address issues accessing a specific website, please follow these steps if you’re a private office member:**

* **Verify if the website is accessible from other devices.**
* **Check if the website is accessible using a different Wi-Fi SSID.**

**Q10: How do I resolve issues while connected to a VPN?  
A10: If you’re having trouble with VPN connectivity, please follow these steps if you’re a private office member:**

* **Check your internet connection.**
* **Verify VPN settings.**
* **Ensure your login credentials are correct.**
* **Restart your device.**

**Q11: What should I do if there is no IP detected over Ethernet?  
A11: If no IP is detected over Ethernet, please follow these steps if you’re a private office member:**

* **Try connecting your laptop to a different active port.**
* **Replace the LAN cable.**

**Q12: What steps should I take if there is no internet connection over Ethernet?  
A12: For no internet connection over Ethernet, please follow these steps if you’re a private office member:**

* **Check the IP address detected by the laptop or desktop.**
* **Temporarily turn off any antivirus or firewall software.**
* **Ensure Ethernet is enabled in your network connections/preferences.**

**General FAQs - Private Office (PO) members only**

**Q1: What are the supported browsers and devices for using WeWork's digital tools?  
A1: For the Drag and Drop option, please follow these steps if you’re a private office member:  
Supported Browsers: All current versions of Firefox, Internet Explorer, Safari, and Chrome. Note that Firefox versions 2 & 3 and Opera versions 10-11.5 are not supported.  
For the Download Installer option:  
Supported Operating Systems: macOS 10.13 and later, Windows 7 (updated to SP2), and Windows 10.**

**Q2: Can members use the Copy, Scan to Email, and Print via USB Thumb drive functions?  
A2: USB functions are no longer supported.**

**Q3: How long does it take for a new keycard to be activated for door and printer access?  
A3: Typically, you should be able to print within 25 minutes of your card being visible in Spacestation. If you can access a door lock, you should also be able to print. Note that WeWork India Employee cards might take longer, as the community team needs to issue and activate the card through Salesforce Service Cloud.**

**Q4: Do I need to clear a print queue manually?  
A4: No, with HP Roam, print queues are automatically managed. A user’s queue is cleared after 48 hours.**

**Q5: Can members print while connected to a VPN?  
A5: Yes, members can print using their print driver on any network. HP Roam supports printing with or without VPN.**

**Q6: Why do members need to accept the End User License Agreement?  
A6: Accepting the End User License Agreement is a requirement of our agreement with HP, allowing members to use HP software.**

**Q7: I don't see any content when I visit we.co/print. What should I do?  
A7: Ensure that the location in your profile is set to the correct building. Currently, only pilot buildings will display the Print Hub.**

**Q8: Are documents sent to WeWork printers secure?  
A8: Yes, your documents are secure. Files are encrypted during upload and storage. They are automatically deleted from our storage after 72 hours if not released. Only you will have access to the files sent to your print queue.**

**Q9: What should I do if a print job isn't showing up in the print queue?  
A9: First, ensure you selected "WeWork" as the printer, not "WeWork HP." If that doesn’t resolve the issue, try refreshing the printer. If the problem persists, cancel and resubmit the print job. If the issue continues, please submit a service request.**

**Q10: The document in the print queue is listed as "Processing." What does this mean?  
A10: If the document is large, it may take some time to process.**

**Q11: How do I take printouts using the Drag and Drop print service?  
A11: Access the service via the link:** [**members.wework.com/print**](https://members.wework.com/print) **with your credentials. The service supports file types like .jpeg, .png, .pdf, .doc/x, .ppt/x, .xls/x. You can adjust settings such as the number of copies, color or black-and-white options, and paper format.**

**Q12: How do I use the Driver Printing option?  
A12: If you are a Private Office member, Log in at** [**members.wework.com/print**](https://members.wework.com/print) **and locate the "Download Printer" option. Download the driver compatible with your OS, install it, and print by selecting "WeWork" as the printer.**

**Q13: How do I resolve permission issues with Google Chrome?  
A13: If you are a Private Office member, go to System Preferences > Security & Privacy > Full Disk Access. Unlock and add Chrome to the list, restart the app, and try again.**

**Exclusive to Private Office (PO) Members**

**Q13: What does it mean if I receive an APIPA IP address over Ethernet?  
A13: If your device receives an IP address in the 169.xx.xx.xx range:**

* **Collect the following information before submitting a ticket, if you are a Private Office Member**
  + **MAC Address of your device**
  + **LAN port number**
  + **Building name, floor details, and office number.**

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

**Q14: How can I request LAN port activation?  
A14: To request LAN port activation, please follow these steps if you are a Private Office Member:**

* **Collect the following information:**
  + **MAC Address of your device**
  + **LAN port number**
  + **Building name, floor details, and office number.**

**Q15: How can I obtain a copy of my internet bill or invoice?  
A15: To get a copy of your internet bill or invoice:**

* **Please reach out to the community team for guidance.**

**Telephone FAQs**

**Q1: What is the disclaimer for new telephone requests?  
A1: Phone numbers and devices are non-transferable to any other location. Individual phone bills cannot be provided, and monthly charges include unlimited national calls only.**

**Q2: How can I request activation of a new telephone line?  
A2: To request telephone activation for Private Office members, contact the community team for assistance.**

**Q3: What should I do if my phone is not working?  
A3: If your phone isn't working, unplug the power and LAN cables, wait 10 seconds, and reconnect. If the issue persists, provide the IP address displayed on the phone, LAN port number, and your building details to the community team.**

**LAN Ports**

**Q1: What is the cost for provisioning new LAN ports?  
A1: Contact the Community team for pricing details based on your specific needs.**

**Q2: What is the cost for activating a LAN port?  
A2: Reach out to the Community team for the cost of activating a LAN port.**

**Private SSID**

**Q1: Will the SSID be broadcasted throughout the building?  
A1: The private SSID will only be broadcasted in and around your office area.**

**Q2: What is the cost for a private SSID?  
A2: Contact the Community team for details and pricing based on your needs.**

**Static IP**

**Q1: What is the cost of a private static IP?  
A1: Contact the Community team for pricing details based on your needs.**

**Q2: What is the cost of a public static IP?  
A2: The cost will be provided by the Community team based on your requirements.**

**Private VLAN**

**Q1: What is the necessity of a private VLAN?  
A1: A private VLAN restricts communication to specific uplinks for enhanced security, often used to isolate a network from shared networks.**

**Q2: What is the cost of a private VLAN?  
A2: Contact the Community team for pricing details based on your specific requirements.**

**IT Rack Space Colocation**

**Q1: What are the terms and conditions for IT rack space colocation?  
A1: Please contact the IT staff for details on colocation terms and pricing.**

**LAN Ports**

1. **What is the cost for provisioning new LAN ports? Please contact the Community team. They will provide the commercial details based on your needs.**
2. **What is the cost for LAN port activation? Please contact the Community team for the commercial details.**

**BIS (Business Internet Service)**

1. **How can I get information on BIS and its components? Please contact the Community team, and they will provide all the necessary information about BIS and the associated costs based on your needs.**
2. **What is the cost of BIS? The Community team will provide commercial details. Please contact them.**

**Static IP**

1. **What is the difference between private and public IPs? A private IP is used for communication within the network, while a public IP is used to communicate outside the network.**
2. **What is the cost of a Private Static IP? Please contact the Community team for commercial details.**
3. **What is the cost of a Public Static IP? Please contact the Community team for the commercial information.**

**Private SSID**

1. **Will the SSID be broadcasted throughout the building? No, the private SSID will only be broadcasted in and around the member's office, not throughout the entire building.**
2. **What is the cost of a private SSID? Please contact the Community team for commercial details.**
3. **How often will the private SSID password be changed? The private SSID password will not be changed unless you request a change.**

**Telephone**

1. **What is the cost of telephone services? Please contact the Community team for commercial information.**

**IT Rack Space (Colocation)**

1. **What are the terms and conditions for IT rack space colocation? Please contact the IT staff with details about your device’s BTU and power usage, and they will assist you further.**
2. **What is the cost for IT rack space colocation? Please contact the Community team for commercial details.**

**EDX/Site-to-Site Tunnel Service**

1. **What is EDX? EDX (Enterprise Direct Connection) is a secure, private link between your enterprise IT infrastructure and the Cloud Service Provider (CSP) of your choice. It includes Site-to-Site (S2S) functionality for an additional cost. Contact us for rate details and information on static IPs (private or public).**
2. **What is the cost of EDX/S2S tunnel service? Please contact the Community team for the commercial details.**