



Module 1: Wireless@SGx

Learning Outcome

1. Able to share what is Wireless@SGx and its benefits, where are the hotspots, e.g. community centres, malls, MRT
2. Able to search and connect to Wi-Fi hotspot
3. Able to configure set up for WSGx, the difference for Android/iOS
4. How to check current usage and data limit
5. **Activity: Help seniors set up Wireless@SGx and show them how to connect to WSGx or nearest Wi-Fi hotspots**
6. FAQ

Introduction to Wireless@SGx

Did you know?

You can surf the internet for **FREE** islandwide using Wireless@SGx, Singapore's largest free Wi-Fi network that offers seamless and secure wireless connectivity and unlimited data usage.

Wireless@SGx (new)



One-time setup via App

Seamless and secure

IEEE802.1x (EAP standards)

User data traffic is **encrypted**

SIM accounts **no expiry**, but non-SIM accounts expire every 6 months

Locals only

Wireless@SG (current)

Web captive portal



SMS OTP every time at different hotspot/location

Login is secure (https), but user traffic is not encrypted

User need to **establish own VPN to secure data traffic**

Valid for 1 day if user does not log out

Locals and visitors

Mobile Data & Wi-Fi Networks

Both mobile data and Wi-Fi allow users to stay connected and access the Internet wirelessly.

The main difference is that Wi-Fi connects to a router but mobile data does not. The Wi-Fi will only work within the range of your router whereas mobile data allows users to access the Internet without the need to be in a specific range.



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Locations can be downloaded from <https://go.gov.sg/WSGLocations>



Search for **Wireless@SGx** on your Apple App Store or Google Play Store to install the app.

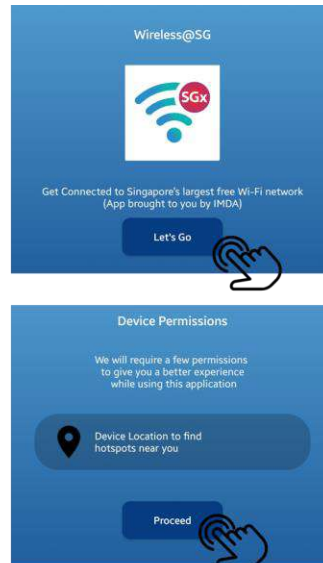
Once the app is installed, tap on the **Wireless@SGx** icon



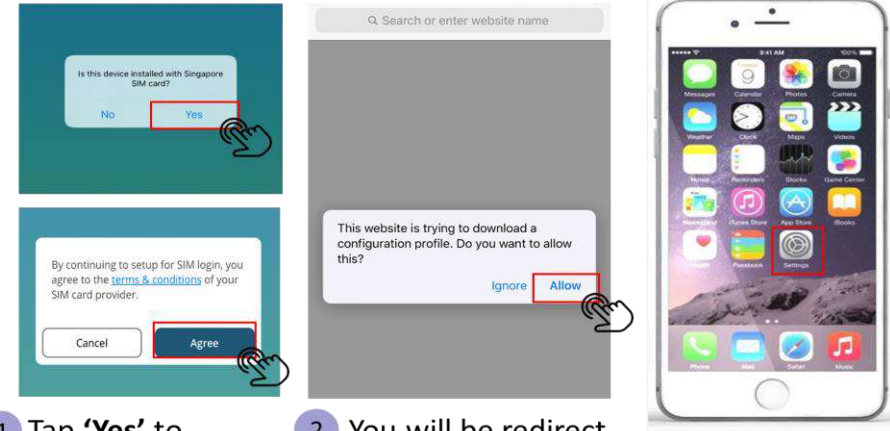
to launch the app.

Installing Wireless@SGx for Users with EAP-SIM

- 1 Tap on **'Let's Go'** to start. Read the **'Terms of Use'** and click on **'Accept & Continue'**.
- 2 Allow the app to access your location before you proceed.
- 3 Your profile has been successfully created.

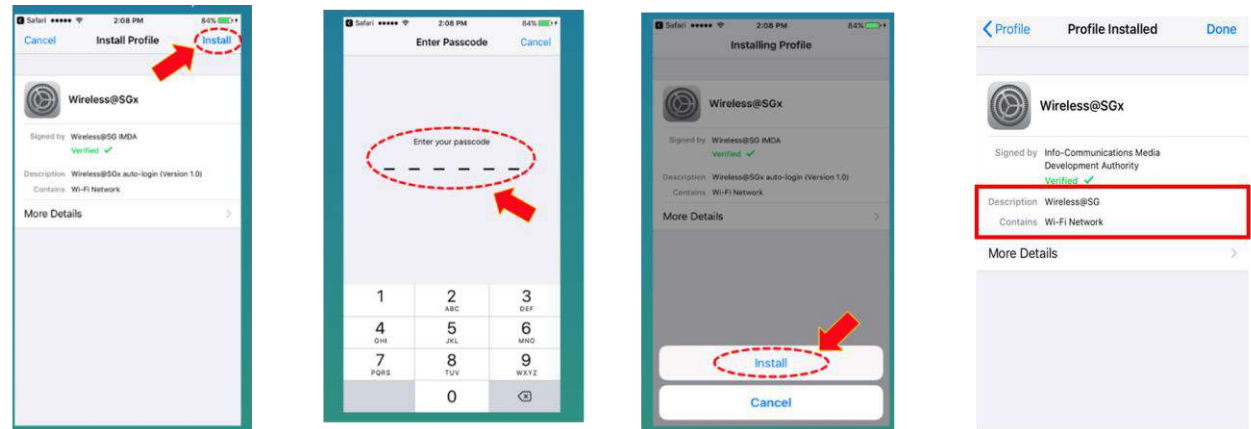


- 1 Tap **'Yes'** to continue. Read the terms & conditions and tap **'Agree'**.
- 2 You will be redirect to a website with the following popup message. Tap **'Allow'** to continue.
- 3 Tap on **'Settings'**.

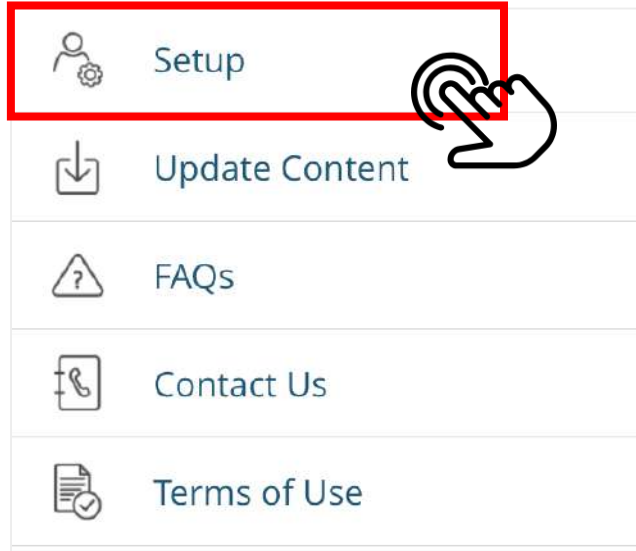


- 4 Tap on **'Profile Downloaded'**.

- 5 Tap **'Install'** at top right hand corner.
- 6 Enter your phone password*
(*refer to password that you set to lock your mobile setting, not SMS OTP)
- 7 Enter **'Install'** & tap next to complete set up.
- 8 Congrats! Setup is complete.



Installing Wireless@SGx for Users without SIM



1 Open the app and tap on “Setup”.

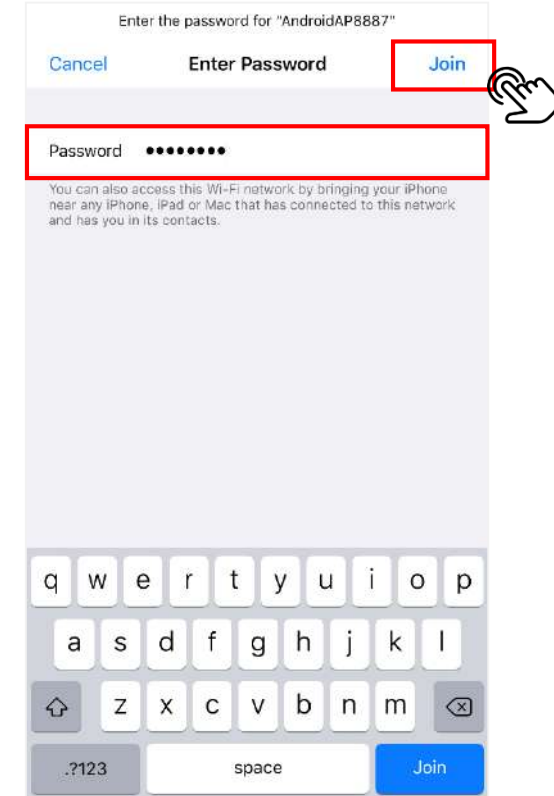
A screenshot of the 'Choose a Provider' screen. A red rectangular box highlights the provider selection area (showing logos for m1, Singtel, and StarHub), the 'Your Date of Birth' field, the 'Your Mobile Number' field (pre-filled with +65), the 'Confirm Mobile Number' field (pre-filled with +65), and the 'Terms & Conditions' section with an 'I agree to the terms & conditions.' checkbox. Below the box, there is a disclaimer: 'For security purpose your account will only be valid for 6 months. You will be prompted via SMS to run setup again when you login with an expired account. Although this app is by IMDA, kindly note that the Wireless@SG account will be issued by the respective providers above.'

2 Select one Wireless@SG provider. Enter your date of birth and mobile number, Check ‘**I Agree**’ then tap ‘**Next**’.

A screenshot of the SMS verification screen. A red rectangular box highlights the OTP input field, which consists of six empty boxes for digits. A hand icon is shown tapping on the 'Next' button. Above the input field, a message from '+65 Wireless@SG' states: 'Your One-Time PIN (OTP) is [redacted]. Please enter this into the Wireless@S...'. Below the input field, there is a 'Cancel' button and a 'Next' button. A 'Resend SMS OTP in 29s' timer is also visible. At the bottom, there is a numeric keypad.

3 Enter the One-Time Password (OTP) received via SMS. Press ‘**Next**’ to complete setup.

Search and Connect to Wi-Fi Hotspot



1 Tap on **'Settings'**.

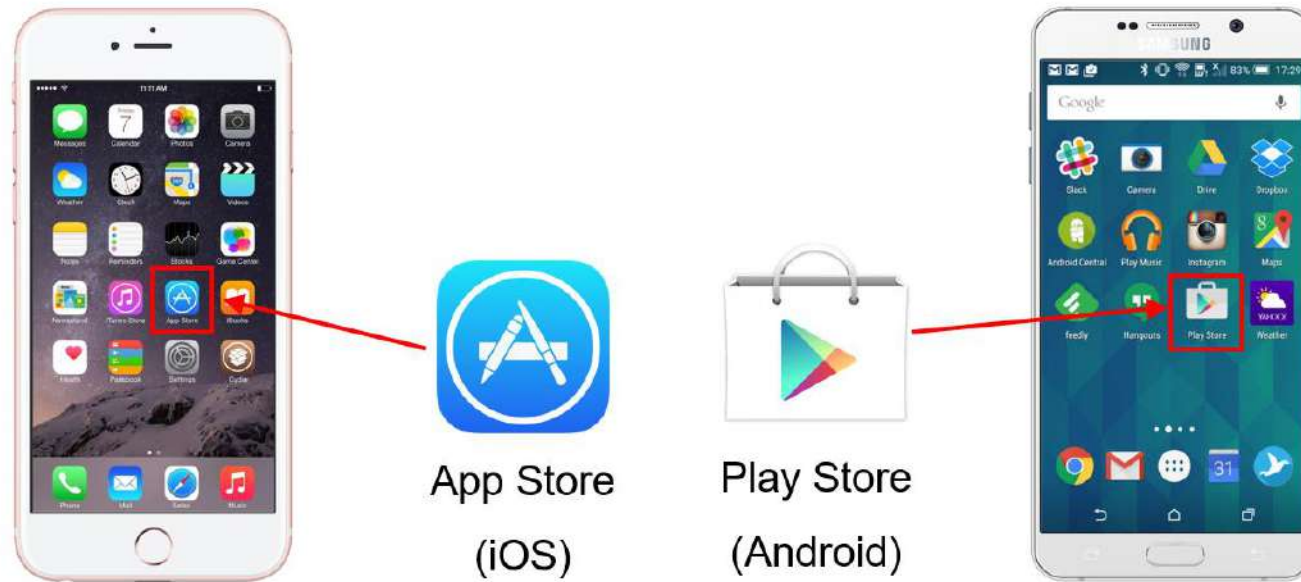
i You can connect to hotspot with the same steps!

2 Tap on **'Wi-Fi'** to turn Wi-Fi on.

3 Tap to choose a Wi-Fi network to connect to.

4 Key in network password and tap **'Join'**.

Checking Data using Telcos apps



Search for the respective telcos apps on your Apple App Store or Google Play Store to install the app.

Prepaid SIM Cards



M1 Prepaid App



Starhub Prepaid App



Singtel Prepaid hi! App

Postpaid SIM Cards



My M1 App

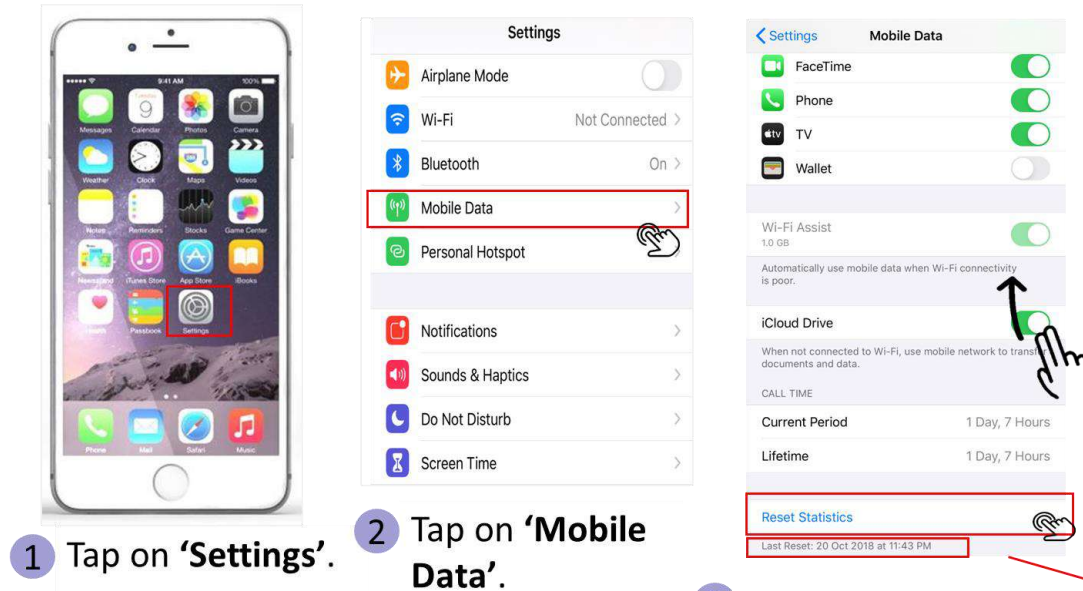


My Starhub App



My Singtel App

Resetting Data Usage



1 Tap on 'Settings'.

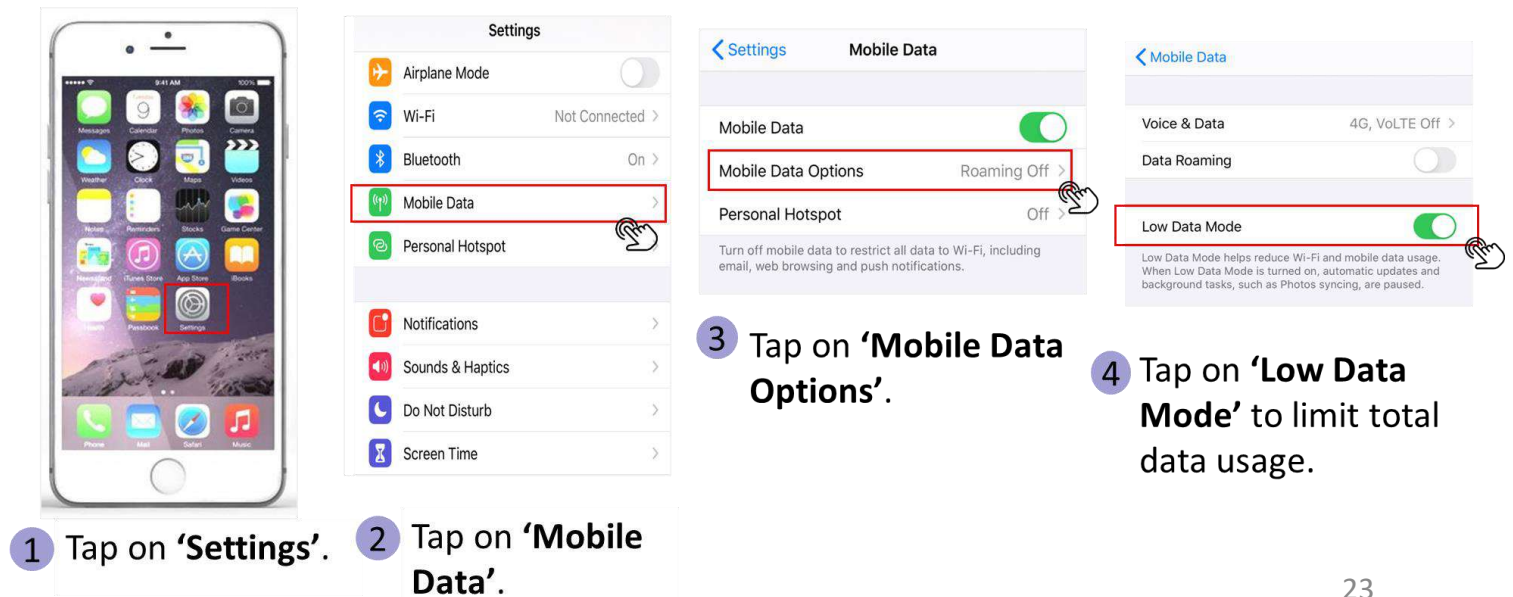
2 Tap on 'Mobile Data'.

3 Scroll down and tap on 'Reset Statistics' to reset data usage.

i You can reset your data usage at the start of each new billing cycle (e.g. 7th of each month)

i You can check your last date and time of statistics reset.

Limiting Data Usage



1 Tap on 'Settings'.

2 Tap on 'Mobile Data'.

3 Tap on 'Mobile Data Options'.

4 Tap on 'Low Data Mode' to limit total data usage.