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| **Steak 'n Shake Procedure - How To Change Chrome Browser For Mojo Captive Portal Use** |  |

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| **Purpose:** Unknown |
| **Author:** Unknown |

**Steak ‘n Shake Procedure**

**How to Change Chrome Browser for Mojo Captive Portal Use**

|  | ***Details*** | | |
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| **Submitted by** | Company: SageNet  Department/Group: Network Engineering  Member: Tony Carman | | |
| **Approved by** | Sr. Network Engineering | | |
| **Standard scope** | Steak ‘n Shake Guest Wireless Users  Google Chrome browser on standard laptops and mobile platforms (e.g. Windows, Android, etc.) | | |
| **Effective date** | September 19, 2016 | **Version** | 1.1 |
| **Comments** | In SageNet lab studies, if the user is running Android and having issues in Chrome with the captive portal, he or she will need to disable Chrome (see Option 3 below) to get the captive portal to work appropriately. | | |

**Purpose**

This procedure addresses all Steak ‘n Shake guests who perform the following task:

* Connect any device with Google Chrome browser to utilize the Steak ‘n Shake guest wireless at both corporate and franchise locations and concurrently receive invalid browser redirection in Google Chrome

Steak ‘n Shake franchise store (Store 6702) management reports Google Chrome issues specifically when guests attempted to access the guest wireless. SageNet Engineering duplicated the problem in a lab environment and reported the issue to Mojo Support.

Symptoms include the flow:

1. The guest connects device to the guest wireless
2. Google Chrome automatically launches to complete the sign in process
3. The browser times out as though there is no Internet connectivity

Mojo Networks Support representative Haseeb Alvi states in Case 00203315 that the issue seems to be a client/browser specific problem. Therefore, due to scope limitations of support, the user of the device in question must try one of the following options:

1. Set Google Chrome’s home page to a new or HTTP only website (e.g. www.msn.com) and try again. Notice, in a lab study, Option 1 on an Android platform is largely ineffective.
2. Disable Google Chrome as a default browser and try again.
3. Disable Google Chrome completely

**Procedure**

**IMPORTANT**: Ensure to exhaust Mojo Network’s troubleshooting publication that relates to Captive Portal issues before requesting the customer/manager/tech to make device changes.   
A local copy of the document is in the KB here: <https://kb.sagenet.com/images/e/e5/Mojo_Networks_Procedure_-_How_to_Troubleshoot_Splash_Page_Load_Issues.pdf>.

**Option 1 – Set Google Chrome’s Homepage to a Blank or HTTP Only Website**

1. Open Google Chrome
2. Select the icon at the top-right to open the Chrome menu:



1. Select Options (laptop version of Chrome) or Settings (mobile version of Chrome)
2. Find “Home Page” on the menu that populates
3. Click on the homepage option
4. Enter in [www.msn.com](http://www.msn.com) or preferential HTTP website (no HTTPS sites)
5. Click Save if available, otherwise, proceed to Step 8
6. Close out of Chrome
7. Restart the device
8. Attempt the connection to the Steak ‘n Shake guest wireless
9. If the issue persists, visit Option 2 below

**Option 2 – Disable Google Chrome as a Default Browser**

**Windows and Mac Procedures**

<https://support.google.com/drive/answer/2472437?hl=en>

Source: Google.com

**Android Procedures**

<http://www.wikihow.com/Change-Your-Default-Android-Browser>

Source: Wikihow.com

**Option 3 – Disable Google Chrome Completely**

**Windows, Mac, Linux, and iOS Procedures**

<https://support.google.com/chrome/answer/95319?hl=en>

Source: Google.com

Android Procedures

<https://support.google.com/googleplay/answer/2521768?hl=en>

Source: Google.com

**Special Circumstances and Exceptions**

These procedures only apply to Google Chrome users who experience an error when connecting to the Steak ‘n Shake guest wireless.

The inclusion of instructions for all platforms in this procedure document is not rational. Please visit the manufacture website for the device vendor and request instructions to set the default browser or disable Chrome browser if necessary.

Notice the helpful links in this procedure are not SageNet websites; ergo, SageNet is not responsible for the content of the links within. All links within are third-party sites and do not represent SageNet in any capacity.

**Supporting Documentation**

| ***Document*** | ***Source*** | ***Applicability*** |
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| Web page (see Procedure above for hyperlinks) | Google.com | Windows and Mac Procedures |
| Web page (see Procedure above for hyperlinks) | Wikihow.com | Android Procedures |

**Review Record**

|  |  | ***Reviewed by*** | |
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| ***Ver*** | ***Date*** | ***Name*** | ***Title*** |
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**Approval Record**

|  |  | ***Approved by*** | |
| --- | --- | --- | --- |
| ***Ver*** | ***Date*** | ***Name*** | ***Title*** |
| 1.0 | September 19, 2016 | Tony Carman | Network Engineer III |

**Revision Record**

| ***Ver*** | ***Name*** | ***Date*** | ***RevisionDescription*** |
| --- | --- | --- | --- |
| 1.1 | Tony Carman | Wednesday, November 30, 2016 | Add important note for Mojo documentation. |

Release Notes

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| **Version** | **Date** | **Modified By** | **Changes Made** |
| 1.0 | Unknown | Unknown | Initial Issue |
| 1.1 | 07/14/25 | Tanisha Batta | Added to the template and adjusted formatting. |