MDL WiFi

WiFiSPARK

Enjoy wireless broadband at all of our 19 UK sites by connecting to one of our MDL HotSpots

Browse the web | Send & receive emails | Make voice over IP calls | Play games | Listen to music | Watch videos

Our WiFi service is provided by our technical partners, WiFi Spark Ltd (www.wifispark.com). To use the WiFi service, all you need is a wireless-enabled device such as a laptop, iPad or Smartphone, which are equipped with a wireless card or a built-in wireless unit. To help get you started, we've put together some simple instructions along with a list of frequently asked questions.

If you have a technical support question, please call the WiFi Spark support team at their UK based helpdesk on 0344 848 9555 (24 hours a day, seven days a week) or email support@wifispark.com.

As easy as 1-2-3

1 **Scan for a HotSpot**
Using your laptop, or other wireless-enabled device, scan for an MDL WiFi Spark HotSpot from within the marina.

2 **Connect for a free trial**
Once connected, you can try the free login period of 10 minutes or try the free access websites on the main login page.

3 **Pay & Go**
You can buy time online on a daily, weekly or monthly basis, using a credit or debit card over a secure connection.

Prices
MDL WiFi offers broadband speed Internet access, priced as follows:

1 Day	£4.99
1 Week	£9.99
1 Month	£19.99

Example
1 day of internet access, purchased at 3pm on Tuesday, will expire at 3pm on Wednesday, regardless of how long you were actually online.

FREEDOM BERTHING   CRUISING CLUB

All Freedom Berthing and Cruising Club members benefit from complimentary MDL WiFi.

Help & Frequently Asked Questions (FAQs)

For any additional user support, please go to www.wifispark.com/support

What is WiFi?	WiFi is short for Wireless Fidelity, a means by which devices can access internet or other network based services without the need for a network or modem cable.
Can I try before I buy?	Yes. MDL Marinas give you a free login period of 10 minutes along with some free access websites on the main login page. These can be used to test the access and see if you're in a good reception area. If you have good results with these sites, then you've a fair idea of how the system will perform if you pay for it!
Are my credit card details secure?	Yes. When you enter your credit card details, you're connected by an encrypted and secure channel direct to the credit card payment processing company. Your credit card details are not stored.
Can I get a VAT receipt for my payment?	Yes. Simply tick the 'Send Receipts' button and enter your email address.
What if I have difficulty accessing WiFi?	If you have difficulty accessing WiFi, ensure your browser is set to accept cookies and disable all proxy server settings.
How do I know how much time I have remaining?	A timer window will appear showing you how much time you have left.
Can I use my time on more than one day?	Please note that the time you purchase is an **elapsed** time. Example: 1 Day of internet access purchased a 3PM on Tuesday, will expire at 3PM on Wednesday regardless of how long you were on line.
What if the timer window doesn't appear?	You probably have a pop up blocker like a Yahoo or Google toolbar or Microsoft Internet Explorer SP2. However, since Spark is a secure portal site, and we don't bombard you with pop ups, it's safe to set your browser to receive all pop ups from the Spark site.
I'm a Freedom Berthing member – are there any data storage limits?	As detailed in our Terms and Conditions, our Fair Usage Policy is up to 20GB per month.
Can I get my webmail like Hotmail?	Yes! We fully support web mail access to Hotmail, Yahoo Mail, and Gmail.
Can I use a VPN?	Yes! In fact if you are connecting to the internet through your own laptop we would recommend using a VPN client for secure access to company intranets and mail servers. Check that your company VPN supports NAT traversal and allows multiple connections from a single IP address. Check with your IT staff. Please ensure that you are logged in through the portal page before you use your VPN.
I can't send emails through my email client	Sometimes this occurs when your outgoing mail server blocks access to it from outside of your ISP. Try setting up authentication so you have to use a login and password to access your outgoing mail server. These credentials are usually the same as the incoming server and depending on the mail client you are using will be found under tools, mail accounts – edit existing accounts. If this still fails then try using a web mail email client. Many companies offer web mail access (such as a web version of MS Outlook) so check with your system admin or IT manager.
What if I forget my password and can't log on?	Please call 0344 848 9555 (24 hours a day, 7 days a week) and we'll be happy to issue you with a new password.
The access speed is really slow	If the access speed is slow, you are probably in a poor signal strength area. Try moving closer to the access point. Check your radio utility which is usually found on the right hand side of the task bar. It will have some method of detecting signal strength which will allow you to move around until you are in a good signal strength area.
Can I use my subscription at any MDL marina?	Yes, it includes full roaming between MDL WiFi Spark HotSpots.
Can I use more than one device at the same time?	When you purchase time online, you are given a unique username and password. These credentials can be used on any device; however you will only be able to be logged in on one device at any one time. If you would like multiple devices to be logged in at the same time, we can provide you a 50% discount for any additional devices. This would need to be done over the phone. **Freedom Berthing and Cruising Club members can use up to four devices at any one time.**
What equipment will I need?	Most laptops have wireless built in, so you will have everything you need. Our service also works with devices such as iPads, iPhones and other Smartphones that have wireless. If your computer doesn't have wireless capabilities, we have a number of products available from our webshop at www.wifispark.com.
Why are some sites blocked and I cannot gain access to them?	WiFi Spark block certain categories such as P2P file sharing. If you feel that a site is incorrectly blocked, please let us know so that we can investigate.
I've logged in but an error is displayed and I can't connect to the internet?	You may have seen the error message appearing asking you to enable cookies on your Apple device. To do this you must go to Settings - Safari. Then change the cookies option to Always. You should then be able to connect.