Connection process – AIRPORT FREE WIFI AENA

FAQs

1. ***If I have an issue with the Wifi Service, how can I resolve it?***

   You can contact the AENA Wifi service via different means: call **900 928 053** for free, **+34 91 836 10 70** from abroad (in English and Spanish) or email ***serviciowifi@aena.es***.

2. ***I cannot find the AENA Wifi network with my mobile, how can I connect?***

   You must be in one of the airports in the AENA network. Activate Wifi on your device (in settings). From the list of networks, select the general Wifi of the airport: "**AIRPORT FREE WIFI AENA**".

   You can also connect to the VIP Wifi service if you are in one of the airport's VIP lounges. Select the "**SALA VIP** + *the name of the lounge*" network. This network provides the best service because it is part of AENA's VIP services.

   If the registration portal does not appear on your device automatically, go to the page "***freewifi.aena.es***" using the search bar in your browser.

3. ***I have a laptop and I cannot find the AENA Wifi network, how can I connect?***

   By selecting the AIRPORT FREE WIFI AENA network (go to the ***Homepage***, open ***Control Panel***, select ***Connect to a network***, and select ***AIRPORT FREE WIFI AENA*** from the list).

4. ***I have an ANDROID device and I am connected to "AIRPORT FREE WIFI AENA" or "SALA VIP", but I can't access the internet. What's wrong?***

   After you select the AENA Wifi network (AIRPORT FREE WIFI AENA) or a VIP Wifi network ("*SALA VIP*") on your ANDROID device,

   a message will appear in the upper notifications bar on the main screen. This message can be accessed by sliding this bar down.

   On other versions of Android, an icon (Wifi Free) will appear in this notifications bar.

   You will need to tap on this pop-up message again to bring up the registration portal for the AENA Wifi service.

Note: The exception is if you have a device made by Samsung running the Android operating system, in which case please read the following question and answer.

5. **I have an APPLE device and I am connected to "AIRPORT FREE WIFI AENA" (or "SALA VIP"), but I can't access the internet. What's wrong?**

    After selecting the AENA network (AIRPORT FREE WIFI AENA or SALA VIP) on the APPLE device (with IOS), the registration portal for the AENA Wifi service should appear on the device automatically.

    Note: The connection portal should also appear automatically on Samsung devices running Android, in the same way as on Apple devices.

6. **I have laptop and I am connected to "*AIRPORT FREE WIFI AENA*" or "*SALA VIP*", but I cannot browse. Why can't I browse?**

    The laptop will try to connect to the network, displaying a dialogue box to the user.

    When using a service with a registration portal, a pop-up message will appear to open a browser. You can open the browser or click on the pop-up message and the registration portal will appear automatically.

    If the registration portal does not appear, open a browser and go to the "*freewifi.aena.es*" page using the search bar.

7. **I am already connected to AIRPORT FREE WIFI AENA, I see the message saying "*there is a problem with the security certificate of this website*" and I cannot access the registration portal. What can I do?**

    Open a browser and go to the "*freewifi.aena.es*" page using the search bar. This provides access to the registration portal of the service.

8. **I have tried entering "*freewifi.aena.es*" into several browsers, but I still cannot access the registration portal. What can I do?**

    Contact the customer service centre for Wifi service users (900 928 053), which will help you connect to the service.

9. **What are the options on the registration portal?**

    You can register with your email, Facebook, LinkedIn or Aena Club Customer credentials.

If you are not a member of Aena Club Customer, you can become one on the registration portal, selecting the Aena Club Customer option.

10. *Why do I have to register to browse?*

In accordance with law, it is mandatory to register to use AENA's free public Wifi. Your data are protected in accordance with the LOPD (Official Data Protection Law).

11. *What is the ACC (Aena Club Customer) registration and what are the benefits?*

It is the registration method through Aena Club Customer. You can become a member on the ACC section of the registration portal.

If you are already a member, you can use your credentials to access AENA's Wifi service.

Registration to the ACC has great benefits: the connection speed to the Wifi service will be quicker than other registration methods. The benefits of the Wifi service are not the only ones; the loyalty scheme provides you with discounts on AENA parking reservations, at shops and in the VIP lounges, as well as many others.

If you want to find out more about this loyalty scheme, please visit *clubcliente.aena.es*.

12. *What are the conditions of the service?*

The service is free and each registered user can use several devices at the same time. And if you register through ACC (Aena Club Customer) or from the VIP lounge, you will receive a high-speed connection. Your data are protected in accordance with the LOPD (Official Data Protection Law).

If you require more information, you can view the terms and conditions available on the registration portal for the Wifi service.

13. *What is the difference between the registration methods?*

All the registration methods are valid and you only need to register via one method. After the first registration, you will not need to enter your data again at any of the airports in the AENA network (as long as the device does not change).

However, if you choose to register through Aena Club Customer, you will receive a higher connection speed.

14. I am trying to access a website and the following message appears: "**blocked by the content filter**", **but this page does not contain content that is dangerous, pornographic, etc. Where can I report it?**

AENA wants to prevent certain content reaching users, that's why we have established a filter to restrict certain types of content (terrorist, pornographic, spying, malicious, violent, dangerous content, etc.).

If the website you are trying to access does not contain this type of content, *you can report the problem to us via serviciowifi@aena.es*, where your request will be assessed.

15. Can I connect more than one device at the same time?

Yes, you can connect more than one device at the same time with the same username.

16. I spend a lot of time in the airport and my connection is very slow, what can I do to browse at a high speed?

Don't worry, by indicating your flight and boarding card information, you can renew your account and increase connection time for free by calling *900 928 053 (+34 91 836 10 70)*.

17. If I have a bad experience or have a complaint, how can I leave feedback?

We hope that your experience with the service is excellent and if you have an issue, you can resolve it via the channel created for this purpose: free telephone number with Spanish and English service (900 928 053). But if you would still like to make a claim, *please send it via email to serviciowifi@aena.es*, where we will respond as quickly as possible.