
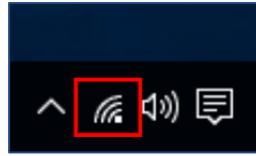
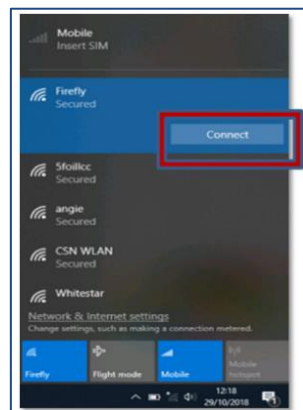


What to do if NHS WIFI(Firefly) is not working

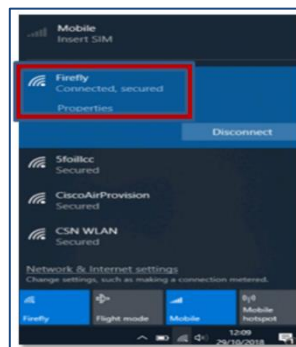
1. Click on the **WIFI**  icon on the lower-right corner of the Laptop screen next to date and time.



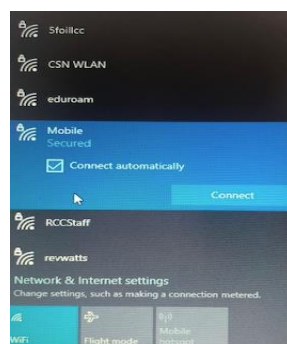
2. Under list of **WIFI**, Look for **Firefly** Network and click on **Connect**. There is no password required and it should connect automatically.



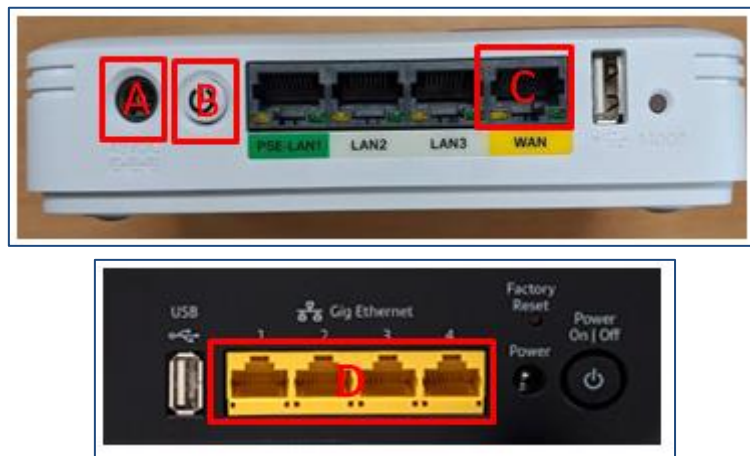
3. Wait for the network status to become **Connected**.



4. If **Firefly** Network is not showing in the list of available WIFI:



5. Please check your **Care Home's WIFI connection**. If your Care Home's Internet and WIFI connection works, then check the connections on NHS Office Extend box(white Cisco box with NHS sticker) as below.
6. Check the following :
 - A) **Power is connected**
 - B) **Device is switched on**
 - C) **Ethernet cable is in the correct port**
 - D) **Check that ethernet cable is inserted into WAN port** on NHS box(as shown in C)and the other end of that cable is inserted into one of the ports (highlighted D) on your Care Home router. (Note: your router may look different).



7. Once you have checked all connections are correct. See what light is indicating on the NHS box.



- a. If green light is flashing or constant green on the office extend box. This will indicate **Firefly** Network is active. Check the WIFI connection on your laptop/device and try again (follow step 1).
- b. If the light continues to alternate between flashing red, amber and green, this means it is searching for a connection, in this case please check the your Care Home WIFI connection is working and cables are connected correctly.
- c. If it is a constant red, this means there is no connection available and you may have lost connection with your WIFI. Please check your WIFI connection

Who to contact for Internet and WIFI support:

1. In some cases you may need to logon to Care Home's Internet WIFI to then allow NHS **Firefly** Network to connect.

If you cannot connect to your **Care Home's WIFI** or if you do not know the password for the WIFI, you need to speak to **IT Team of your Care Home**.

2. **NHS WIFI (Firefly)** connection does not require password and it should connect automatically.

If you cannot connect to **NHS Firefly WIFI, even after doing above connections checks**, Please contact our **Service Desk** team on **0116 295 3500** (select the **option for general assistance**). A member of our project team will then call you back to assist you.

End of Guide