

A young boy with brown hair, wearing blue headphones and green-rimmed glasses, is looking intently at a blue tablet computer he is holding. The background is blurred, suggesting an indoor setting like a train carriage. The overall tone is warm and focused.

LNER

LONDON NORTH EASTERN RAILWAY

HOW TO GET CONNECTED

Your guide to using our
free onboard Wi-Fi

FREE Wi-Fi FOR EVERYONE

Just because you've stepped onboard, doesn't mean you have to go off-line. With our reliable and secure Wi-Fi service, you can surf the web while you ride the rails!

Wi-Fi is free for all our customers, both onboard and in all our First Class lounges. Once your device has established a connection you can get online straight away.

So whether you want to check out your destination, email the office or see what your friends are up to - you can do it all from the comfort of your seat.

Better connected

Using multiple mobile data connections we are able to offer service along the entire LNER route. Our system automatically selects the best connection in the area and dynamically switches between these connections as you travel, which means your session will remain connected throughout your journey.

HOW DO I ACCESS Wi-Fi?

What do I need?

Our system supports most Wi-Fi enabled mobile devices and laptops. If you are unsure if your device supports Wi-Fi please contact the Wi-Fi support team on **01163 66 33 36***.

Connecting to the Wi-Fi

Turn your mobile device on and make sure Wi-Fi is enabled. The LNER onboard Wi-Fi network is displayed as 'LNER-WiFi' on your list of available networks. Connect to this network and launch your internet browser.

At this point you will be directed to our onboard landing page: wifi.LNER.co.uk, where you can log on to the service and also where you can view the latest live travel information for your journey.

If you can't connect to the Wi-Fi

If your device doesn't connect automatically please contact the Wi-Fi support team or see the FAQs at the end of this guide.

Our Wi-Fi support team is dedicated to supporting you during your journey. The team is here to help with any issues or questions you may have when using our Wi-Fi.

You can contact the team on **01163 66 33 36***

Our hours of support are: Monday to Friday 06.00-21.00, Saturday to Sunday 08.00-18.00.

GETTING CONNECTED

Connecting to our onboard Wi-Fi is quick and easy. Wi-Fi is free for all customers traveling onboard our trains. Follow these simple steps whether you're in Standard or First Class.

Connect to 'LNER-WiFi' and open your web browser. The LNER onboard Wi-Fi landing page will then load. Enter your email address and hit 'sign in'.

The screenshot shows the LNER website header with navigation links: Travel information, Tickets & savings, Our trains, Where we go, Help and support, Business. The main banner features the text "FREE ONBOARD Wi-Fi (Let's get you connected)" over an image of hands using a laptop. Below the banner is a sign-in form with the following elements:

- Text: "Enter your email address to sign in or [register](#) if you're travelling with LNER for the first time"
- Form field: "Email address" with a text input box.
- Radio button: "Remember me"
- Radio button: "I have read and accepted the [terms and conditions](#)"
- Green button: "Connect"

Below the form, there is an "Important" note: "Please read our [Wi-Fi terms and conditions](#) before using the Wi-Fi." and a note: "Please note that for everyone's benefit, we do restrict streaming onboard. That means you won't be able to stream videos online or download files. To avoid disappointment, please download any videos you want to watch before you travel." At the bottom, it says: "If you have a problem logging in to Wi-Fi please contact our dedicated support team on 01163 66 33 36 or [get started with the LNER Wi-Fi guide](#)."

On the right side of the page, there is a "Coronavirus travel information" section with a small image of a train interior and a text box containing placeholder text: "Lorem ipsum dolor sit amet, lus mucus disputando cu, no meis nullam aliquip sit. Solum altera graects mei ex, pro quot persequeris ut, ex insolens pertinax definibas eos."

Once you've clicked sign in with your email address you will be connected to our onboard Wi-Fi.

There's no limit to the amount of time you can stay connected, just a limit on what you can use the Wi-Fi for, we are on a train after all.

The screenshot shows the LNER website header with navigation links: Travel information, Tickets & savings, Our trains, Where we go, Help and support, Business. The main banner features the text "FREE ONBOARD Wi-Fi (You're connected)" over an image of a person wearing glasses and using a smartphone. Below the banner is a green bar with the text: "Welcome onboard this LNER Azuma train, we hope you have a great journey." Below this is a red bar with three icons and text:

- Icon: Smartphone with eTicket symbol. Text: "Travel at quieter times, use eTickets"
- Icon: Person with a checkmark. Text: "Seat reservations are required"
- Icon: Person wearing a face mask. Text: "Wear a face covering"

At the bottom, there are three small images with text:

- Image of a person: "No booking fees, ..." (partially obscured)
- Image of a person: "Go contactless" (partially obscured)
- Image of a train: "Cleaner trains and ..." (partially obscured)

On the right side of the page, there is a vertical "FEEDBACK" button.

FAQs

What speeds will I get from the Wi-Fi?

Due to the nature of the mobile connections the speed will fluctuate depending on your geographic location and the number of users on the service.

How secure is the network?

All practical safeguards have been implemented onboard. Although our network is open, it should not be possible for other users to gain unauthorised access to your computer. Always ensure that you are connected to the right network. We also recommend that you have up-to-date firewall and anti-virus software.

Which network do I connect to?

You should connect to 'LNER-WiFi'.

What happens if I lose connection during my session? Will I be able to resume?

Yes, you will be able to resume your session. Just go back to the portal wifi.LNER.co.uk.

The LNER Wi-Fi landing page does not appear automatically when I open my web browser – what should I do?

Enter wifi.LNER.co.uk into your address bar.

What can I use the Wi-Fi for?

You can access most websites, however we don't permit video streaming and catch up TV or other services that require excessive bandwidth. This is to ensure everyone has a good surfing experience.

What if something goes wrong?

If the Wi-Fi isn't working or the following message appears, then give our Wi-Fi support team a call on [01163 66 33 36](tel:01163663336)*.



* Calls to 01163 are charged at a local rate when calling from a BT landline. Costs from other networks, including mobiles, may vary – please check with your service provider before you call.



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