DSS MiFi Instructions

Instructional support video: https://youtu.be/kueK3F_mw58

Follow these step-by-step instructions to connect to the internet using the Verizon MiFi device provided to you:

- **_Step 1_**: Power on the device by pressing the power button. Ensure the MiFi device is either charged or connected to a power adaptor. Once the device powers on, you will see the LCD display light up. (**_Note_**: you may have a slightly different model of the MiFi device than the one shown. Please refer to the user guide provided with the device in case of any technical difficulties.)

- **_Step 2_**: You were provided the WiFi Name and Password for your Verizon MiFi device.
    - o **_Step 2a_**: You are also able to see this information on the device itself. On the main screen of the MiFi, click on "Wi-Fi Name and Password" to see the details.

- **_Step 3_**: On your computer device, click on the WiFi settings option in the systems tray at the bottom of your screen. This will show you a list of all available wireless networks.

    - o **_Step 3a_**: Select the WiFi name that ITS assigned.

o **_Step 3b_**: Select the "Connect Automatically" checkbox so that the computer automatically connects to this network whenever it is available. Click "Connect."

- **_Step 4_**: You will be prompted to enter the network security key, or the MiFi password. This is the same password that was originally provided to you and that you see on the LCD display of the MiFI device.

o **_Step 4a_**: Enter the password and click "OK." You will see a message prompting you that you are now connected to the internet.

Users requiring assistance with a DSS MiFi device should refer to the user guide provided with the device. If additional assistance is needed, follow these steps to open a help desk ticket:

DSS/HRA Users

Please submit an incident form at the following link: https://bit.ly/2Vhy1P9. Login with your full DSS/HRA email address and password (the same password you used to log in to your computer at work).

- Fill in the required fields in the form
- Write "DSS MiFi" in the box labeled "Short description of issue
- Add your personal email and contact number (so we can contact you if you do not have access to your office email) in the next box
- Click "Submit"

DHS Users

Please contact the Citywide Service Desk by calling 212-NYC-HELP. Operational support hours are 24 hours a day, 7 days a week. You can also submit a help desk ticket using Self Service at the following link: http://cityshare.nycnet/mydesk