



Steps to Connect to the Internet

- 1 Start your computer/device or restart if on standby
- 2 Enable your WiFi and make sure it is turned on
- 3 View Available Wireless Networks in Network settings
- 4 Look for the **TengoInternet** WiFi network
- 5 Select the **TengoInternet** network and click **Connect**
- 6 Open your browser
(e.g. Internet Explorer, Chrome, Safari, or FireFox)
Note: If the welcome page does not appear, erase everything in the address bar and type: **start.tengointernet.com**
- 7 Follow on-screen instructions to register by clicking **Start Here** or login by inputting your email address and password. If you already have an account then click **Login**.
- 8 Follow on-screen instructions or payment options and input the appropriate information, click **Get Online**.

You're Now Connected!



FAQ

Why does my device indicate there are no available wireless networks?

Enable your WiFi and make sure it is turned on. All WiFi equipped devices such as a phone, tablet, laptop, etc. have a switch, button or setting option that allows you to turn the WiFi on or off.

Can I use one account for multiple devices?

After you have successfully created an account with us or if you already have an account, login with the same username and password on another device. Please note, however, every location that has TengoInternet may have a different device limit.

My Connection seems very slow. What's wrong?

Spyware, Windows Updates, messaging and social media applications can sometimes consume bandwidth in the background. Check to see if any of these applications are running. If so, exit them, and then test your connection again.

Why are there duplicate charges on my credit card statement?

For your protection, our credit card verification process will not collect payments if invalid information is entered. Entering incorrect credit card information will cause purchase holds to display on your statement. These holds are typically removed by your bank within three to six business days.