

Common Problems and Solutions (Guest)

Ran into an issue connecting? Here are some common problems and solutions.

What's the WiFi password?

There is **no password required** to connect to the guest WiFi. Make sure you are attempting to connect to the correct WiFi network, which is "**Horseshoe Scout Reservation**". Once connected to the correct network, refer to the instructions for "[navigating the captive portal](#)".

~~I haven't received the notification/pop-up to sign in.~~

~~This problem often occurs if your device was at one point connected to the old HSR network that did not require a sign-in. The easiest solution is to have your device **forget the "Horseshoe Scout Reservation" network** and then try "[connecting to the network](#)" again. For specific instructions on how to forget a network, refer to the links below:~~

- ~~• [Apple devices—how to forget a network](#)~~
- ~~• Android devices—Go to settings, select WiFi under "network and internet", select "saved networks", select "Horseshoe Scout Reservation", select forget.~~
- ~~• [Windows computers—how to forget a network](#)~~

~~The captive portal told me that my role could not be assigned.~~

~~Once the captive portal has assigned you a role, your device should automatically disconnect from the network and then reconnect using your newly assigned role. However, some devices comply with these automatic disconnect/reconnect instructions better than others. If you are receiving this error, your device has simply not followed these instructions well.~~

~~To resolve the issue manually, you will need to **turn off your WiFi, wait 5-10 seconds, and then turn your WiFi back on**. Your device should automatically attempt to reconnect to the network, and should do so with your new role. Once your device has reconnected, you should now have internet access.~~