BT Wi-Fi at the University of St Andrews

Frequently Asked Questions

What is BT Wi-Fi?
BT Wi-Fi is a public Wi-Fi service. We have entered into a partnership with BT to deliver the BT Wi-Fi service throughout the University.

Is BT Wi-Fi a free service?
BT Wi-Fi is not a free service. There are several ways for people to pay for the service which are fully detailed on the BT Wi-Fi web pages. BT broadband subscribers and some BT partners will be able to connect to BT Wi-Fi for free.

Why do we need BT Wi-Fi as we already have a Wi-Fi service (eduroam)?
BT Wi-Fi can be used by members of the public or non-academic visitors while eduroam can only be used by students and staff since it is provided through the Janet education network (via JISC). JISC is not an Internet Service Provider and the Janet connections are a high-speed network for academic, research and related use only.

Who can use BT Wi-Fi?
BT Wi-Fi is only intended for visitors to the University who cannot use the eduroam service as they do not have logon credentials to do so.

Should BT Wi-Fi be used by students and staff?
No – students and staff should continue using eduroam.

Should all visitors and conference delegates use BT Wi-Fi?
No. Academic visitors and academic conference delegates should always be encouraged to use eduroam. Other visitors who do not have eduroam logon credentials, should use the BT Wi-Fi service.

How do visitors connect to BT Wi-Fi?
To connect to BT Wi-Fi, search for the BTWi-Fi network on your device. Connect to it and open a browser. Purchase a BT Wi-Fi package or log in using existing credentials from one of the BT partners.

I am unsure about BT Wi-Fi and require further information.
BT Wi-Fi is supported by BT who have a 24 hours a day, 7 days a week helpdesk. Full details can be found on the BT Wi-Fi landing page found when you connect to the BT Wi-Fi network.
Should you need to contact BT, please use one of the following methods:
T: 0800 022 33 22 (calls to this number are free from BT landlines and payphones only)
W: http://www.btwifi.com/