

F A Q

What is myWiFi?

MyWiFi is a revolutionary Hotspot system that uniquely connects the practicality of WiFi internet and the power of Social Networks. The conventional free wireless internet for your customers becomes a powerful advertisement for your brand on Social Networks. MyWiFi lets you collect informations about your clients by their registration on your WiFi internet via Social Networks such as Facebook or Twitter. For access to your free internet, your clients must Like your Facebook Page or Follow you on Twitter. This status appears on their Wall and it is visible to all of their friends. This is promotion of your Brand by actual Users of your services directly to their friends.

For clients who do not use any Social Network, internet connection is provided by input of email address and password. This internet access allows you an insight of who your clients are and how often do they visit your premises.

Through Social Networks, you have the possibility of much better interaction with your clients. You can offer special discounts and promote your services more easily to your loyal customers. Also, through interaction via Social Networks, you have direct access to all the friends of your clients. The very important fact in whole process is that all is fully automated. You only need to connect our myWiFi router and to leave the rest to us. Just watch how many new friends your brand gets every day and the amplitude of visibility which it has on Social Networks.

What is the benefit for me?

The benefits are multiple!

First, your brand gets a constant presence on Social Networks

without your proactive dealing with it. Every connection to the Internet of a client in your premises is direct advertisement for your Brand on one of Social Networks. And not only that. This kind of advertising is far more efficient than other types of marketing because it comes as a recommendation of your clients to their friends on Social Networks. People are much more inclined to opt for the service for which they have heard through the recommendations of friends, rather than through radio commercial or flyer, for example. Then, you get insight into the demographics of your clients. Through our Control Panel you will be able to see how many people visited your place during the day, or for how many times your location has been shown on Social Networks, how many friends do your clients have on Social Networks and lots of other useful information about your clients. You will have the option of setting the current promotion on Login page of your company. Such promotion will see all who wanted to connect to Wi-Fi internet in your premises. You will be given the option of sending periodic campaigns to all clients who have visited your premises and thus keep them informed about events or special promotions in your premises.

This form of direct communication with clients is priceless and one of important reasons for such popularity of Social Networks.

What is the benefit for my Client?

Your client should register on your internet only once. Each subsequent time connecting will be automatically. He never ever has to ask your staff for the password. Your clients have direct benefit of your special promotions, discounts or vouchers that could be sent to loyal clients. Also, they have timely information about events at your premises, such as parties, The Hosting New Year, concerts, promotion of drinks, Happy Hour etc etc ... Your clients could also participate in campaigns and promotions of third companies that would be possible within myWiFi system .

What happens when my Client connects to myWiFi Internet for the first

time?

When client connects to myWiFi in your premises for the first time, he will be able to choose the method of registering (Facebook, Twitter or email).

For example, if he chooses Facebook, he needs to login with his Facebook account and to like your Facebook page. After that, he directly accesses Internet. Each subsequent time when a client comes into your premises and clicks on Facebook Login, he will be automatically connected to the Internet, without needing to re-login or like your page. So, it is enough to registrate only once and your client gets access forever.

It is similar to Twitter. If you choose registration via email address, you need to enter the name, email address and password. Each subsequent time he enters the Internet by entering his already registered e-mail and password.

What is needed to get started using myWiFi?

It is necessary that your company has Twitter account and Facebook page (not Private profile). If you do not have it yet, we can help you activate the new profile. You just need to provide us some data that we will ask for by email. Then, we will you send our pre-configured myWiFi router, set just for you. You just need to connect your new router instead of an existing, or even on the existing router, and, for just few moments, your new myWiFi service will be Online.

How do I have insight to statistics and information about client's visits?

You will get Login to your Control Panel where you will be able to define lots of parameters related to your myWiFi, but also to see important statistics and trends regarding the use of myWiFi system. You will be able to access this Control Panel from anywhere in the world and to watch how your myWiFi works for you, from your computer, tablet or even a mobile

phone.

What Social Networks do you support?

For now, our product supports Facebook, Twitter and Instagram, as three most popular Social Networks in Serbia. Over time we will integrate more Social Networks.

I have few locations, do you support that?

Yes. For covering multiple locations, please accent when you contact us.

I also have locations abroad. Does myWiFi can work beyond borders of Serbia also?

Yes. MyWiFi can operate worldwide, wherever there is an internet connection.

Do I need to sign a Contract?

Yes, our service is available with contractual obligation to the minimum of 12 months.

How do you bill?

Payment is made for 6 or 12 months in advance.

What kind of technical support do you provide?

All our users have full technical support via phone and email.

What if my Clients do not use Social Networks?

For those Clients, we have provided registration via Form. They need to enter their name, email address and password, and they can normally use your free internet.

Does myWiFi only exists at our country?

The concept of "Social WiFi" or access to WiFi Internet via Social Networks is very popular in the world and it is one of the fastest growing segments in last two years. MyWiFi uses the principle of "Social WiFi", but it is developed in Serbia, by domestic work and domestic intelligence, and we are proud to say that myWiFi is "100% Made in Serbia!"