Welcome to The City of Bellevue Wireless Internet Service

BellevueConnect, the city's Wi-Fi network, is open to all City Hall, South Bellevue Community Center, Highland Community Center, Crossroads Community Center and North Bellevue Community Center visitors free of charge. There are no preauthorization (or approval) requirements, although you will be asked to accept a policy statement on acceptable use prior to using the service.

BellevueConnect is being offered on an AS IS basis. The city does not guarantee performance, privacy, or reliability. The free Wi-Fi service has no Help Desk or customer service support. Staff assistance is not available to help you configure your computer. Use of BellevueConnect is at your own risk.

Frequently Asked Questions

Q. How can I use the city's Wi-Fi network?

A. BellevueConnect uses the Wi-Fi standard (also known as IEEE 802.11b or g). Your laptop may have wireless built-in, or you can add a Wi-Fi compatible network card to it. Most users can simply bring their wireless-enabled laptop computer or other wireless device and turn it on.

Q. How do I connect to the internet through the wireless network?

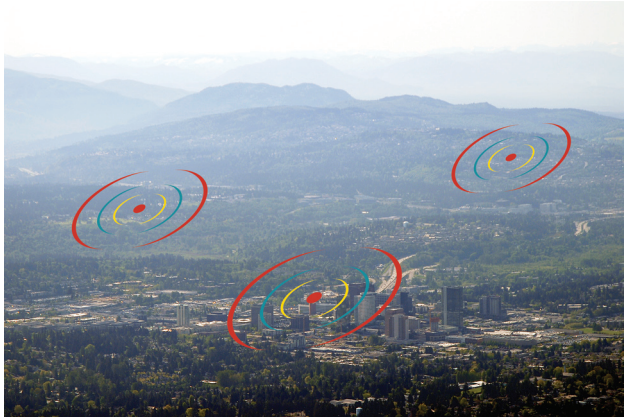
A. Wireless access points, located throughout the buildings, communicate with your wireless device. You should be able to connect anywhere in the public areas. When your wireless network card senses the BellevueConnect signal, a message appears on the screen indicating the wireless network is available. If there are multiple wireless networks detected, you will need to select the BellevueConnect network to connect. Open your web browser and it should automatically connect to the Internet.

Q. Will I need any special settings or passwords to connect?

A. No. BellevueConnect is open to all users who accept the City's acceptable use policy.

Q. Can city employees help me configure my computer?

A. No. You are responsible for knowing how to configure your own equipment. The City of Bellevue does not take responsibility for any changes you make to your computer's settings and cannot make any guarantee about the compatibility of your equipment with BellevueConnect.



Q. Is my information safe while using wireless?

A. BellevueConnect does not provide security or confidentiality for your computer or data. Connecting your computer to the Internet via BellevueConnect could exposes it to the same viruses and other security risks as any Internet connection. You are responsible for ensuring that your computer is protected against such threats. The City of Bellevue takes no responsibility, and accepts no liability, for any direct or consequential harm to you, your computer equipment, or your other property that may result from your use of BellevueConnect.

Q. Can I print while using the City of Bellevue Wireless Internet Service?

A. No.
Printing is not available.

Q. Are there any restrictions on my use of the Internet?

A. Yes. The City of Bellevue Wireless Public Use Policy & Guidelines prohibit abusive or illegal activity while using BellevueConnect. BellevueConnect is filtered. Filters attempt to prevent users from viewing certain portions of the Internet, but they do not guarantee objectionable material will not be seen. Monitoring a child's access to the Internet is the responsibility of the parent or legal guardian.

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Wireless Quick Setup Guide

SSID (network name) = BellevueConnect
DHCP = Obtain an IP address automatically
DNS = Obtain DNS server address automatically
WEP = Disabled
Network Type/Mode = Infrastructure mode or Access Point

Configuring Wireless Network Settings

We recommend you note the settings in your TCP/IP configuration before you change them. You will need the original settings to connect to the Internet when away from City Hall.

Windows Vista

1. From the Control Panel, under the Network and Internet section, select "Connect to the Internet".
2. Click "Wireless".
3. Click "Bellevue Connect", then "Connect".
4. Click "Connect Anyway".
5. Click "Next".
6. Wait until "Testing Your Internet Connection" is complete. Click "Browse the Internet Now".
7. Now open Internet Explorer. Note: In Internet Explorer 7, you will see "There is a problem with this website's security certificate". Choose an option, then continue. *If you do not choose* "Continue to this website" *you cannot access the network.*
8. ***Important:*** You must "Accept" the City of Bellevue Wireless Policy and Guidelines to access the network.
9. Your laptop is now configured to access the Internet via the wireless adaptor.

Windows XP

1. From Control Panel, select "Network and Internet Connections."
2. Click "Network and Internet Connections."
3. Click "Network Connections."
4. Right-click "Wireless Network Connection" and open the Properties for the wireless adaptor.
5. Highlight Internet Protocol (TCP/IP) and select the Properties button.
6. On the General Tab page, select "Obtain an IP Address automatically" and "Obtain DNS server address automatically."
7. Click OK on the Internet Protocol Properties window, and then click OK on the Wireless Network Connection Properties window. Your computer will now be configured to access the Internet via the wireless adaptor.
8. In Internet Explorer 7, you will see "There is a problem with this website's security certificate". Choose an option, then continue. *If you do not choose* "Continue to this website" *you cannot access the network.*

Windows 2000 Network Settings

1. Click Start > Settings > Control Panel > Network and Dialup Connections.
2. Right-click on "Wireless Network connection" or "Local Area Connection" and select properties.
3. Highlight Internet Protocol (TCP/IP) and click the Properties button. If more than one TCP/IP protocol is listed, look for the one associated with your wireless adapter.
4. Select "Obtain an IP address automatically" and "Obtain DNS server address automatically."
5. Click OK to close the Properties window, and then click OK. Your laptop will now be configured to access the Internet via the wireless adaptor.

MacIntosh (OS X)

1. Navigate to the Network Panel in System Preferences and choose Airport. If "AirPort is currently off" displays, click Connect, and then click "Turn AirPort On" in the Intenet Connect: AirPort" dialog box. (For your convenience, you may then want to quit Internet Connect to close the Airport dialog box.)
2. Click Configure. A window displays with the following four tabs: AirPort, TCP/IP, AppleTalk, and Proxies.
3. Click the AirPort tab and choose "Automatic" from the drop-down list next to the "By default, join:" field.
4. Click the TCP/IP tab, and verify that "Using DHCP" is selected next to "Configure IPv4."
5. Close the Network System Preference and click Apply.

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