Wi-Fi Powered by
The Cloud

How to get online

Check your WiFi is on

Select The Cloud from the available network list

Open browser and follow on screen instructions to register or log on.

Once you've registered you will seamlessly connect to The Cloud without needing to re-enter your username and password

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How do I add or remove devices?

You can register up to 6 devices to your account. To manage this all you need to do is go to http://service.thecloud.net and login with your registered email address and password. Next click *settings/Manage Your Devices*. You can then add or remove any devices.

I can't see the Sky WiFi page when connecting to the network

If this happens, you may need to manually type in the web url: http://service.thecloud.net. Here you will be able to Register/Login and browse the internet.

I've received an error message

If you see a "Lost in the Clouds" error message/Error 500 or the login/registration page refreshes itself after entering login, please ensure that your device is accepting cookies. ('Accept Cookies' setting should be set to 'Always'.)
You may need to clear your browsing history (cache, cookies, form data) and try logging in again.

How do I get my device to Autoconnect?

Once you have registered your device, it will be recognised each time you connect in the future. You will still have to open your browser, but you won't need to login or register — just click Continue.