Changes to
Wi-Fi at Heathrow
Troubleshooting

Handheld Device – Apple iPhones and iPads – Steps to get online

- Navigate to the Settings menu on your device
- Find the menu for your "Wi-Fi" settings
- Switch your Wi-Fi on
- Select "_ Heathrow Wi-Fi" from the list
- This will open up your internet browser automatically and display the Heathrow Landing page
- Sign on by entering the details requested.

TIP: You can normally see that your Wi-Fi is switched on by the 📶 icon displayed at the top of your device near the cellular signal strength or battery life indicator.

Handheld Device – Android Phones and Tablets – Steps to get online

- Navigate to the Settings menu on your device
- Find the menu for your "Wi-Fi" settings
- Switch your Wi-Fi on
- Select "_ Heathrow Wi-Fi" from the list
- Open up your Internet Browser, this will open up the Heathrow Landing page. If it does not, try navigating to www.heathrow.com manually, it should then redirect you to the Heathrow Landing page
- Sign on by entering the details requested.

TIP: You can normally see that your Wi-Fi is switched on by the 📶 icon displayed at the top of your device near the cellular signal strength or battery life indicator.

Laptop Computer – Steps to get online

- Switch on your Wi-Fi – This may be a physical switch located on the laptop or from "Connectivity" type menu
- From the list of available networks that appear, select "_ Heathrow Wi-Fi" and click connect or join
- Open up your internet browser and browse to www.heathrow.com this will automatically redirect you to the Heathrow Landing page.

I can't see the Landing page. I'm getting an error message.

What should I do?

This can occur on Corporate/ Business provided laptops and can be solved by changing your "Proxy Server Settings" during the sign on process. Below are some basic steps to help you resolve this issue using common browsers.

Windows – Internet Explorer

- Navigate to your internet browser options
- Select Connectivity
- Select LAN options
- Untick "User proxy server" and select ok
- In the address bar retype www.heathrow.com and enter
- This should direct you to the Heathrow Landing Page.

TIP: If connecting via VPN you can turn the Proxy Server setting back on once you have connected and are online.

Windows – Google Chrome

- Navigate to your internet browser options
- Click Settings and scroll to the bottom and click "Show advanced Settings"

- Scroll down to "Network" then click "Change Proxy Settings"
- Select LAN options
- Untick "User proxy server" and select ok
- In the address bar retype www.heathrow.com and enter
- This should direct you to the Heathrow Landing Page.

TIP: If connecting via VPN you can turn the Proxy Server setting back on once you have connected and online.

Apple – Safari

- Select "Preferences" from the "Safari" menu of the browser toolbar
- Click on the "Advanced" tab, then click on the "Change Settings" button
- Click on the check box labelled "Automatic Proxy Configuration"
- Deselect the check box labelled "Use Passive FTP Mode (PASV)" if it is selected
- Click "Apply Now"
- In the address bar retype www.heathrow.com and enter
- This should direct you to the Heathrow Landing Page.

TIP: If connecting via VPN you can turn the Proxy Server setting back on once you have connected and online.

I still can't connect, what should I do now?

Call the Heathrow Wi-Fi Customer Service team on 0330 6601130 who can assist 24/7

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