



WiFi FAQs

[What is WiFi?](#)

The term “WiFi” is most often used in conjunction with wireless Internet networking. In other words, it is a way to access the Internet or a network without the use of cables or wires, allowing for truly mobile technology. Wireless connectivity makes it easy for students and employees with laptops or other mobile devices to move around college campus with ease while staying connected to the network.

[What is 802.11x?](#)

802.11a, 802.11b, 802.11g - 802.11 is a number that is used to refer to the widely accepted specifications that were developed for wireless networking. The specifications were developed by IEEE, a professional organization dedicated to the computer and electronics industries. The appended a, b or g represents a variance of the 802.11 specifications. Alamo College Wireless Network supports the, b, g, n and ac variances.

[What kind of wireless card should I purchase?](#)

Besides a wireless compatible device, such as a laptop computer, tablet or smartphone, you will need an 802.11a, 802.11b 802.11g 802.11n or 802.11ac compatible Wireless Network Interface Card (Wireless NIC) installed and functioning properly in your wireless compatible device.

[What software do I need to connect to the Alamo Colleges Wireless Network?](#)

A web browser, such as Microsoft Internet Explorer or Firefox is necessary in order to login to the wireless network.

[What is a wireless access point?](#)

Wireless access point is a small dedicated hardware device with a built-in network adapter, antenna, radio transmitter, and receiver. Access points act as the central transmitter and receiver of wireless network radio signals. At St. Philip's College, there are more than 250 access points available to provide network connection to wireless users.



[What is a hotspot?](#)

Wireless hotspots are available at several indoor and outdoor college locations. Select the WiFi coverage map link on this web page to see a list of available WiFi access locations.

[How fast is our wireless network?](#)

Our wireless is using 802.11ac which supports up to 500 mbps. On average the connection speed is 50 to 60 mbps depending on capabilities of wireless card.

[What is the difference between AlamoNet and Alamo_Guest?](#)

AlamoNet WiFi service is a secure wireless choice available for Alamo College employees. Your username and password and all data transmitted from your device to the wireless access point are encrypted. Alamo_Guest is provided for Alamo Colleges students and visitors. Alamo_Guest is an open, unencrypted network and does not require a username or password. You can access Alamo_Guest, if you need access to college resources like email or ACES.

[What are my WiFi access requirements?](#)

Mobile devices must have a compatible 802.11 a/g/n/ac network wireless card. Most mobile devices have one of these standard wireless cards. Refer to your specific mobile device and model's owner's manual for more information regarding your specific wireless card capabilities.

[Is the access performance the same on the wireless network as it is on the wired network?](#)

You can connect from any WiFi (802.11a/g/n/ac) capable device (laptop, tablet or smartphone). The wired connection will always be faster and less susceptible to outside interference than a wireless connection.

[Can I sign in with more than one WiFi enabled device at a time, such as my laptop and phone?](#)

Yes. Multiple device connection is supported.

[How do I connect and login to St. Philip's College wireless network?](#)

These instructions outline the general procedure for connecting to the wireless network. If the instructions do not work for you, please contact our college Helpdesk at 210-486-2777.



[Is there a charge to access our college wireless network ?](#)

There is no cost associated with connecting to St. Philip's College wireless hotspots. Access is available to all Alamo Colleges students, faculty and staff.

[When is the wireless service available for use?](#)

The wireless network is available 24 hours a day throughout the year except during periods of scheduled maintenance or any unforeseen network or electrical problems. The downtimes will be advertised in advance in the SPC-Weekly announcements.

[Why does wireless work in some areas, but not in others?](#)

Wireless is not available in every area at St. Philip's, MLK and SWC. Access the college WiFi Hotspot Map to view a list of locations.

[What do I do if I am getting a bad signal strength?](#)

Electrical items like microwaves, radios, and game console controllers or thick concrete walls can interfere with a WiFi signal. If your signal is consistently poor or you cannot get signal, email us at spc-it-services@alamo.edu or contact us at 210-486-2777.

[How do I report a wireless connectivity issue?](#)

If you are having a connection problem related to the wireless network, you can report to our college Helpdesk at 210-486-2777 or send an email to spc-helpdesk@alamo.edu.

[How can I request a new wireless location or service expansion?](#)

Requests for new wireless locations or service expansions are submitted via [FootPrints](#). Once we receive this request, someone will contact you to confirm details for the request. For special events that require wireless connectivity, contact the SPC IT Services email at spcitservices@alamo.edu. Event wireless setups take time so plan your event early and contact the SPC IT Department at least two weeks in advance.

[What are the applicable policies or guidelines?](#)

Students and employees who are provided access to the college wireless facilities and to the college-wide communication network assume responsibility for their appropriate use. Access to the Alamo Colleges wireless services is subject to the Alamo College [Acceptable Use Policy](#).