

# AMHS Public Wi-Fi

Complimentary internet service on select vessels | Pilot service

Network name: AMHS Public Wifi

## How to Connect

- 1 Enable Wi-Fi on your device
- 2 Select **AMHS Public Wifi** from the list of available networks
- 3 When the sign-in page appears, enter your email address
- 4 Accept the terms and conditions
- 5 You are now connected to the internet

## Recommended Settings

### Airplane Mode:

Turn on airplane mode, then enable Wi-Fi only. This prevents your device from searching for cellular signals, saving battery and reducing connectivity issues.

### Avoid Heavy Usage:

Bandwidth is shared among all passengers. During peak times, avoid large downloads or streaming high-definition video.

### Disable MAC Randomization:

Prevents repeated sign-in prompts. See the MAC Address section below for step-by-step instructions.

## Troubleshooting

### Cannot reach the sign-in page

Disconnect and reconnect. Open any website to trigger the redirect. If that fails, forget the network and reconnect. Clear browser cookies if issues persist.

#### Android Tip: Use Network As-Is

After connecting, watch for a notification saying, "Sign in to network" or "Use network as-is" and tap it to open the sign-in page directly.

### Connection drops or is intermittent

Disconnect and reconnect. Try moving to a different location on the vessel as some areas have stronger signal.

### Slow speeds

Bandwidth is shared with all passengers. Avoid large downloads or HD video streaming during peak times.

### Device not compatible

Some older devices may not support captive portal sign-in pages. Try the airplane mode trick: enable airplane mode then turn Wi-Fi back on.

## Disable MAC Address Randomization

Modern devices randomize their MAC address for privacy. This can cause you to be repeatedly asked to sign in. Fix it with the steps below.

### iPhone / iPad

1. Settings > Wi-Fi
2. Tap the (i) icon next to AMHS Public Wifi
3. Turn off Private Wi-Fi Address

### Android

1. Settings > Wi-Fi
2. Tap gear icon next to your network
3. MAC address type > Phone MAC  
**or:** Privacy > Use device MAC

**Still having trouble?** Notify a Purser with your device type and a description of the issue. Your feedback helps us improve service for all passengers. Thank you for traveling with Alaska Marine Highway System.