

Why is Hotel WiFi Not Working?

Most hotel WiFi issues trace back to a handful of fixable causes. Here's what's potentially wrong, and how the right infrastructure prevents it from happening in the first place.

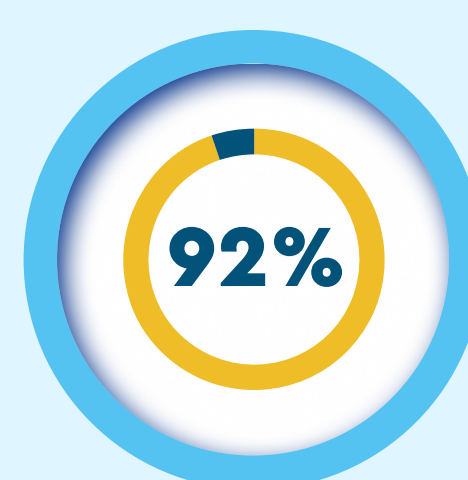
Dependable Hotel WiFi Is A Non-Negotiable For Today's Guests. The Data Speaks For Itself:



4 in 1 guests experienced poor hotel WiFi in the past 12 months



#1 guest complaint is poor hotel WiFi connection



92% of guests expect fast, reliable WiFi as a standard feature

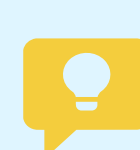
Data by Siemlus: Why Wi-Fi is still the #1 guest complaint in 2025 – and how hotels can fix it

Core Troubleshooting Sections (5 Call-Outs)

1

Are You Even on the Right Network?

Hotels often broadcast multiple networks for guests, staff and back-of-house systems. Connecting to the wrong one is the most common and easily overlooked reason guests can't get online.

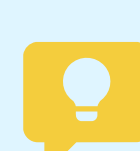
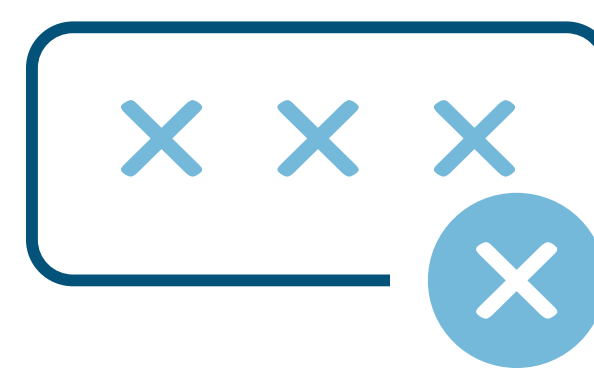


TIP: Look for a network labeled with the hotel name + "Guest." Check the WiFi instructions in your room or ask the front desk for clarification.

2

Your Login Credentials Matter

Most hotels use secure portals that require a password or room number to authenticate. If you didn't receive login details at check-in, it's worth asking. Some hotels even print them on key cards.



TIP: Check your key card, welcome packet, or ask the front desk for your unique login credentials.

3

Your DNS Settings Could Be the Culprit

If your device uses a third-party DNS like Google DNS or OpenDNS, it can block the hotel's login portal from loading properly. Switching back to default DNS settings usually resolves this.

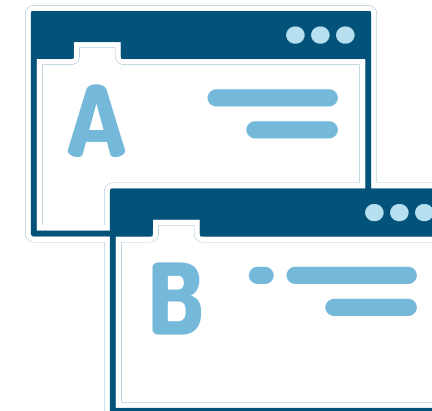


TIP: On iPhone: Settings > WiFi > tap the "i" > clear DNS
On Windows: set IP settings to Automatic

4

Try a Different Browser

Hotel WiFi login pages (captive portals) don't always load correctly in every browser. Pop-up blockers, extensions, or outdated browsers can prevent the login page from appearing.

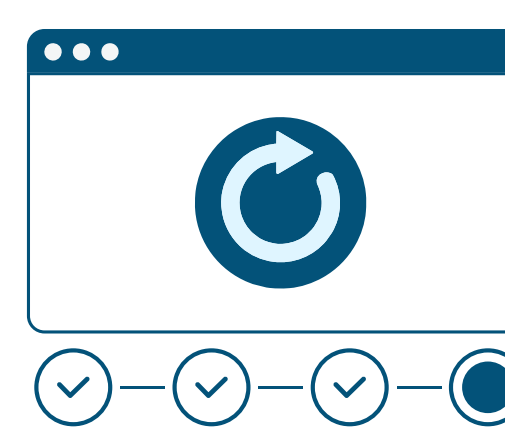


TIP: Use Chrome, Safari, or Firefox and disable pop-up blockers before connecting.

5

Your Browser Cache May Be the Block

Your device may use stored DNS data instead of loading the hotel's login page. Clearing cache or using incognito mode forces a fresh connection.



TIP: Open an incognito window and go to a non-HTTPS site (like <http://neverssl.com>) to trigger the login page.

Build A Network Guests Never Have To Think About

Blueprint RF designs, deploys and manages hotel WiFi networks built for the demands of modern hospitality.

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Sources

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https://www.hotelwifi.com/wp-content/uploads/2019/04/HIS_WiFiSurvey_FullReport_web.pdf