How to get online

1. Check your WiFi is on
2. Select The Cloud from the available network list
3. Open browser and follow on screen instructions to register or log on
4. Once you’ve registered, you will seamlessly connect without needing to re-enter your username and password.

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.