

Steps to connect to the internet:

1. Turn on your computer or restart if it is on standby.
 2. Enable your WiFi adapter and make sure it is turned on.
 3. Connect to the TengoInternet WiFi network.
 4. Select the TengoInternet Network and Click "Connect"
 5. Open your browser (example: Internet Explorer)
- Note: If the welcome page does not appear, erase everything in the address bar and type: start.tengointernet.com
6. Follow On-screen instructions to register and access the internet.
 7. Login if you are an existing TengoInternet customer.

[Login](#)
[Register](#)
[Coupon Users](#)
[Boingo](#)


If you are an existing TengoInternet customer, login here to access the Internet.

Username:



Password:


[Forgot your password?](#)

If your computer does not automatically connect to the TengoInternet network, please follow these instructions:

Windows XP Right-click on the wireless connection icon in your system tray, next to the clock,  and left-click on "View Available Wireless Networks".

Windows Vista Click Start.  then click "Connect to".

Windows 7 Open Connect to a Network by clicking the network icon  or  in the system tray.

Mac OS X Click the Airport icon on your menu bar. 

Note: If it has been a 60 days or more since the last time you used TengoInternet please go to the register tab and create a new profile.

If you are a new TengoInternet customer:

[Login](#)
[Register](#)
[Coupon Users](#)
[Boingo](#)

Are you new to TengoInternet? Create your account here.

*Username:

*Password:

*Confirm:

*First Name:

*Last Name:

*Email:

Select the register tab. Choose an easy to remember username & password, write it down for your records, and enter it in the space provided. Click Submit. On the next page, you'll see pricing plans listed and/or a place to enter a 9-digit coupon code, if required at this location. Enter coupon codes in ALL CAPS and include the dashes. Click Launch Session.

What is the cost?

Our basic limited bandwidth WiFi service is complimentary; however, we offer premium WiFi access for a fee. You can also try the premium service for free for one hour before purchasing.

What if there is a service interruption?

We may occasionally experience outages including water, electric, cable, wireless internet and any other utilities that may apply, which are beyond our control. No refunds or compensation will be given for any outages.

Why does my device indicate that there are no available wireless networks to connect to?

Make sure your WiFi adapter is turned on. All WiFi equipped internet devices have a switch or button or setting option that allows you to turn off or on the WiFi adapter. Please contact your device manufacturer for additional information.

Why can I not sign in as a returning customer?

If you are returning to the location and it has been a couple months or longer since the last time you used our services please go to the register tab and create a new profile using a unique username.

My connection seems very slow. What's wrong?

Spyware, Windows Updates and IM clients can all run in the background and absorb bandwidth, making your connection seem slow. Use Ad-Aware and/or Spybot Search & Destroy to make sure you do not have spyware on your computer. A low-powered adapter can also cause connection issues.

Why does my computer disconnect frequently?

- Check for driver updates from your wireless card manufacturer to resolve potential connection issues.
- Your account may only be used by one computer at a time, but you can create additional accounts at no cost.
- Disable any dial-up connections to prevent intermittent service.
- If you are in an RV resort there are several things in your coach that could cause signal conflicts with your WiFi adapter. If you use a 2.4 GHz cordless phone it can disrupt your network connection because both operate in the 2.4 GHz band. Microwave ovens are "noisy" and can leak radio waves that can disrupt your connection. Other nearby Wireless Access Point(s) can affect your connection to the internet and the "tengointernet" wireless signal.

What happens if two people use two computers and only sign up for one account with TengolInternet?

(This scenario is common between two people who travel together and have separate computers.)

Two people can share an account but only one person can be logged into the account at one time. Logging into an account with a username and password that is in use by another person will log the first person out of the account, but you can create additional accounts at no cost.

I'm in an RV Resort. How can I increase my signal strength?

- Place your laptop or wireless adapter close to a window (preferably one facing the nearest WiFi antenna).
- Built-in wireless adapters are set to minimize signal output to conserve battery life. Refer to your wireless adapter's instructions to change the setting to maximum power.
- Open curtain or blinds (especially aluminum blinds).
- Remove metallic window coverings (such as windshield sun blockers). Metallic items will reflect the WiFi signal away from you.
- Consider using an external WiFi adapter that has more power and allows you placement flexibility without moving your PC.
- Interference from microwaves, cordless telephones, trees or personal wireless routers can affect your signal. Try to limit exposure to these factors if possible.

Can I use more than one PC with the same account?

You can use your account on both PC's, but just not at the same time. To access internet services on an alternate computer go to start.tengointernet.com then sign in with the user name and password. The system will ask you if you want to transfer the remaining time to the new PC. You can do this as many times as you would like.

How do I check my usage?

You can check your usage after you are logged in, by typing start.tengointernet.com in the address bar.

Help! I'm having trouble sending email.

TengolInternet allows you to use any of your existing email programs. For consistent results however we recommend a free email account like Yahoo! or Gmail. If you are encountering an issue please check with your email provider. Some email services do not allow you to send email from outside of their network.

Please contact our Reception Center at 866-673-2767 x1 if you are experiencing any issues with the wireless internet service.