



Valid from July 2016

Let's get you connected...

Your guide to getting
onto our onboard Wi-Fi

Wi-Fi freedom

Just because you've stepped onboard, doesn't mean you have to go off-line. With our reliable and secure Wi-Fi service, you can surf the web while you ride the rails!

Connection to Wi-Fi is available for all our passengers, both onboard and in all our First Class Lounges. Once your mobile device has established a connection you can get online straight away. So whether you want to check out your destination, email the office or see what your friends are up to – you can do it all from the comfort of your seat.

Onboard Wi-Fi is free for First Class customers and free for Standard customers who've booked direct with Virgin Trains East Coast. For Standard customers who didn't book direct, it's free for 15 minutes, then it's £5.00 for your journey.

Better connected

Using multiple mobile data connections we are able to offer continuous service along the entire Virgin Trains East Coast route. Our system automatically selects the best connection in the area and dynamically switches between these connections as you travel, which means your session will remain connected throughout your journey.

How do I access Wi-Fi?

What do I need?

Our system supports most Wi-Fi enabled mobile devices and laptops.

If you are unsure if your device supports Wi-Fi please contact the Wi-Fi support team on **01163 66 33 36***.

Connecting to the Wi-Fi

Turn your mobile device on and make sure the Wi-Fi is switched on. The Virgin Trains East Coast Wi-Fi network is displayed as "**VirginTrainsEC-WiFi**" on your list of available networks. Connect to this network and launch your internet browser. At this point you will be directed to the Virgin Trains East Coast landing page: virgintrainseastcoast.train, where you can log on to the service and also where you can view the latest live travel information for your journey.

If you can't connect to the Wi-Fi

If your device doesn't connect automatically please contact the Wi-Fi support team or view the [FAQ](#).

Our Wi-Fi support team is dedicated to supporting you during your journey. The team is here to help with any issues or questions you may have when using our Wi-Fi service.

You can contact the team on **01163 66 33 36***


Our hours of support are:
Monday to Friday 06.00–21.00
Saturday to Sunday 08.00–18.00.

*Calls to 01163 are charged at a local rate when calling from a BT landline. Costs from other networks, including mobiles, may vary – please check with your service provider before you call.

Getting you connected...

These instructions offer a step-by-step guide through the connection process for passengers travelling in Standard. First Class passengers only need to follow step 1, as Wi-Fi is complimentary.

1. Connect to 'VirginTrainsEC-WiFi' and open your web browser. The Virgin Trains East Coast landing page will then load. Enter your email address and hit 'connect'.



Register

If you are a new user (or registered before december 2015) you need to register. Please fill in the required fields, marked by asterisks(*).

You only need to register once, after that you can simply login using your e-mail.

Title *

First name *

Surname *

Email address *

Confirm email *


Nearest station *

Phone number

Please untick if you do not wish to receive marketing communications from Virgin Trains East Coast.

[Register](#)

If your not already registered you'll be asked to fill in a quick form before logging on. Once logged on you'll see our welcome page to say that you're connected to Wi-Fi, displaying your remaining allowance.




Welcome to Virgin Trains East Coast Wi-Fi

You're connected

Great! You are now connected to Virgin Trains East Coast on-board Wi-Fi. You can now browse as usual, do some online shopping or just check your emails. Below, you can see how much of your session is remaining in a countdown clock. Please keep this window open so that you know how much surfing time you have left.

[Check my remaining allowance](#)

If you have any problems please contact our dedicated support team on: **01163 66 33 36**


 Get started with Virgin Trains East Coast Wi-Fi

About cookies Press Ctrl+D to bookmark this page

Technical details

Headcode: 1515
IP: 172.28.3.42
MAC: 54:ee:75:2e:0e:b3
Set ID: 6N63

[Disruption](#)



Signal Strength Indicator

2. If you've booked direct from virgintrainseastcoast.com you will have been sent a FREE Standard Wi-Fi code for your journey. If you haven't booked direct, all customers in Standard are entitled to 15 minutes' free Wi-Fi per journey. Once you're successfully logged in, you can either use your free 15 minutes or top up your balance for a longer internet connection. Alternatively, to get Wi-Fi you've already paid for, enter the passcode that was emailed to you when you made your purchase. If you enter your passcode or click to use your free time you'll be directed straight to the connected page. Remember – once you click to use your free 15 minutes your Wi-Fi service will run continuously and cannot be paused.



Welcome Back to Virgin Trains East Coast Wi-Fi

Choose a top-up option from the list below to get started.

Free 15 minutes Free 15 min	10 hours +15 Free Minutes for £5 10 hours
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    Payments powered by 

Technical details

Headcode: 1515
IP: 172.28.3.42
MAC: 54:ee:75:2e:0e:b3
Set ID: 6N63

[Disruption](#)



Signal Strength Indicator

3. To top up your Wi-Fi account, select which top-up option you want. If you're entitled to 15 free minutes they will be added to your purchase automatically. Top up with 24 hours of Wi-Fi and you can use the internet on multiple journeys within the 24 hours. Your internet time will run continuously – it cannot be paused or carried over.
4. You will be redirected to a secure payment page to make your purchase. You'll need your credit/debit card details to complete the transaction.
5. Your top-up is now complete. The passcode on the screen is your proof of purchase – so make sure you have a copy of it. It will also be emailed to you. Save your passcode for future reference if you don't want to browse straight away. Remember – once you click on 'Get started' your Wi-Fi connection will run continuously and cannot be paused.
6. Once you've selected 'Get started' your Wi-Fi connection will begin and you'll be taken to a connected page. Click the 'Start surfing' button to open a new window**.
7. When your Wi-Fi service expires you will be given the opportunity to top up for more internet time.

** You can bookmark this page to return to it at any time to check your remaining time balance.

FAQs

What speeds will I get from the service?

Due to the nature of the mobile connections the speed will fluctuate depending on your geographic location and the number of users on the service. See our route map to check coverage by area.

How secure is the network?

All practical safeguards have been implemented on the train. Although the network is an open network it should not be possible for other users to gain unauthorised access to your computer. Always ensure that you are connected to the right network. We also recommend that you have up-to-date firewall and anti-virus software.

Which network do I connect to?

You should connect to 'VirginTrainsEC-WiFi'.

Do I get a free 15 minutes every journey?

Yes, you will get a new free minutes on every journey so even if you take multiple journeys in one day you will receive a new free allocation on each train.

If I purchase a 24 hour top-up does it run out in 24 hours or is it for 24 hours' worth of use (can I stop/start it)?

A 24 hour top-up will start from the moment you click 'Start surfing', and will run continuously until 24 hours later. You will be able to use it on multiple journeys within the 24 hour period, by logging into the Wi-Fi system and entering your passcode.

Can I transfer my Wi-Fi credit onto a different computer or device?

Yes, you will just need to enter your passcode on the other computer/device to launch it there. Only one device at a time can be used with each code.

What happens if I lose connection during my session? Will I be able to resume?

Yes, you will be able to resume your session. Just go back to the portal virgintrainseastcoast.train and enter your passcode again.

What happens if I lose connection during the payment process?

If you lose your connection after making a payment and you have received your pass code, you will be able to use your pass code to get re-connected. If you lose connection after making a payment, but before receiving your pass code, please check your email in case this has been sent through already. If not, please contact the Wi-Fi Support Team.

How long will I have to redeem a passcode I have purchased?

Your passcode will be valid for 28 days from the day you purchase it.

Your landing page does not appear automatically when I open my web browser. What do I do?

Enter virgintrainseastcoast.train into your address bar.

What can I surf?


You can access most websites, however we don't permit video streaming and catch up tv or other services that require excessive bandwidth. This is to ensure everyone has a good surfing experience.

We do, however, offer our new onboard entertainment service, Beam, rolling out across our trains. Packed with big blockbusters, brilliant boxsets, tonnes of TV, great games and gripping reads to make your journeys even more glorious. It'll be onboard, on demand and on us.

Just make sure you download our BEAM app before you travel and prepare to be enterTRAINED.

What if something goes wrong?

If you have no luck or the following message appears, then give our Wi-Fi support team a call on **01163 66 33 36**.


**Something went wrong**

An unexpected error has occurred.

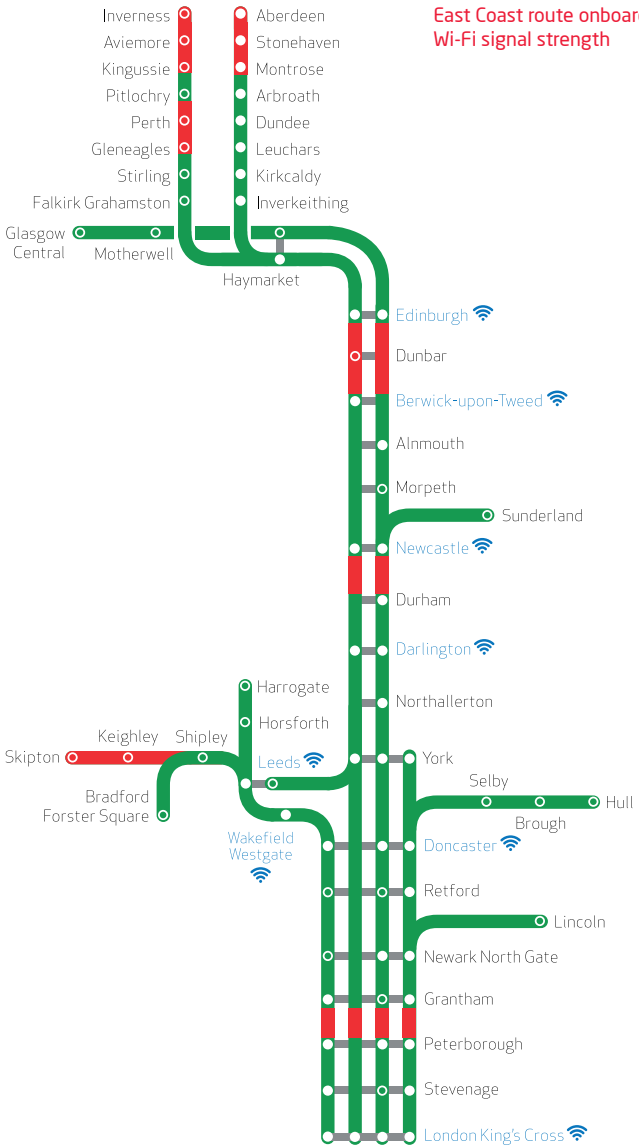
For reference: **Error code 101**

Please try again or contact the Wi-Fi Support Team for further information and assistance on: **01163 66 33 36**


[Try again](#)

 [Get started with Virgin Trains East Coast Wi-Fi](#)


East Coast route onboard Wi-Fi signal strength




 Good signal

 Intermittent signal

 Wi-Fi available in First Class Lounge

 Four or more services per day on this route

 Fewer than four services per day on this route

virgintraineastcoast.com  [VirginTrainsEastCoast](https://www.facebook.com/VirginTrainsEastCoast)  [Virgin_TrainsEC](https://twitter.com/Virgin_TrainsEC)

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