

# Public Library

## Tech Help, Hotspots, and Chromebooks



[SD Access 4 All](#) helps provide digital access and resources to the community by providing free Wi-Fi and internet access as well as laptop use at select library locations. Patrons may visit participating libraries and use this service available through our outdoor computer labs. We are excited to offer this service to patrons of all ages to access information, complete job searches and allow students to do their homework with a reliable internet connection. Members of the community are welcome to take advantage of this easy-to-use resource that is available to anyone who needs it.

### Mobile Hotspots

The [SD Access 4 All](#) initiative provides internet access to families and households that need connectivity support. The mobile hotspots are easy to use and allow users to connect their laptop, tablet and other Wi-Fi enabled devices to the internet. Patrons must have a library card in good standing to check out a hotspot.

[Hotspot Use Agreement \(Paper Form\)](#)

[Hotspot / Chromebook Use Agreement](#)

[Hotspot / Chromebook Use Agreement \(Spanish\)](#)

[Hotspot Quick Start Guide](#)

[Hotspot Troubleshooting Guide](#)

[AT&T User Manual](#)



## [Hotspot Mobile Guide Video Tutorial](#)

## Frequently Asked Questions

### **Which Libraries are participating in this program?**

All 36 [San Diego Public Library locations](#).

### **How do I check out a device?**

Hotspots are available on a first-come, first-served basis. Call your local library for availability.

### **Who can check out a device?**

Patrons age 12 and up with a valid library card. If you don't have a library card, you can apply for one [online](#). Patrons under 18 must have a parent/guardian signature for the Wi-Fi Hotspot Kit Use Agreement.

### **How long can I keep a hotspot?**

You can borrow a Wi-Fi hotspot for 90 days. Renewal is not available for hotspots. Overdue hotspots will have internet access deactivated within 24 hours.

### **Where can I return a Wi-Fi hotspot?**

A Wi-Fi hotspot must be returned to the [San Diego Public Library location](#) where it was checked out. Please return in person and not through a book drop. You must return the device with all the original packaging and accessories. Please fully charge the battery before you return the device.

**How do I renew it?**

Wi-Fi hotspots are non-renewable.

**What if I lose or return a Wi-Fi hotspot late?**

If the hotspot is lost, please contact the [library](#) where you checked it out immediately. You may be charged the full replacement cost and your library privileges will be suspended until resolved.

**What if the device is lost, stolen, or damaged?**

Please report the incident to the library where the device was borrowed. You may still be responsible for the full replacement cost and your library privileges will be suspended until resolved.

**Can I reserve a hotspot?**

Hotspots are available on a first-come, first-served basis. Please call your local library for availability or check the library catalog [here](#).

**Is there a fee to check out a hotspot?**

Borrowing and using the device is free! Please check our [Loan Policy](#).

**What if I need help with a Wi-Fi hotspot?**

If you need help using a Wi-Fi hotspot, contact the library where it was checked out. You can also check out this [video](#).

**Is there any data limit?**

In general, there is no data limit. However, the service provider may intermittently lower speed or limit the amount of data.

**If hotspot prompts to update software or firmware, what should I do?**

The hotspot periodically receives software updates from the service provider. You can accept the update, which may take a few minutes.

**Do hotspots have content filters?**

Use of the hotspot is subject to AT&T's Acceptable Use Policy, Privacy Policy and Terms of Use, all are available on AT&T's website <https://www.att.com/legal/terms.aup.html>. Please be advised it is the responsibility of the parent or legal guardian to monitor their children's internet usage.