



FREQUENTLY ASKED QUESTIONS

Does AK Aurora Access provide my internet connection?

Usually, no. AK Aurora Access is the managed guest-access layer used with a compatible internet connection you already have. The underlying service may be Starlink, cable, fiber, cellular, or another supported source.

What does a guest see?

Guests join your Wi-Fi network and are directed to a branded captive portal. The portal presents the access method you have configured, such as complimentary access, a voucher/PIN, included access, or a paid option.

Can I keep Wi-Fi included with the room or stay?

Yes. The platform is intended to support complimentary and included-access workflows as well as voucher and paid models.

Do I have to sell internet access?

No. Paid access is only one possible model. Many properties may simply want a more manageable and professional way to provide complimentary guest Wi-Fi.

Will this make my internet faster?

No. AK Aurora Access manages guest access; it does not create additional upstream bandwidth. Overall performance still depends on your internet plan, network design, signal coverage, and the number of active users.

Can this work with Starlink?

Compatible Starlink deployments can be supported. The final design depends on how the Starlink equipment and property network are configured.

What hardware is required?

A supported router or gateway is used for the AK Aurora Access service. The exact hardware depends on the deployment and should be confirmed before installation.

Can guests use vouchers or PINs?

Yes. Voucher/PIN workflows are part of the platform design and are useful for front desks, campsites, cabins, and other controlled-access situations.

Can the portal use my business branding?

Supported customer deployments can use property-specific branding while AK Aurora Access maintains the underlying guest-access service.

Is this suitable for seasonal businesses?

Yes. AK Aurora Access is being designed with Alaska's seasonal hospitality and tourism operations in mind.

What happens if my internet goes down?

AK Aurora Access depends on the property's upstream connection. If that connection is unavailable, guest internet will also be unavailable even if the local Wi-Fi network remains visible.

How do I know whether my property is a good fit?

Contact AK Aurora Access with your location type, current internet service, approximate guest/device count, and the way you want guests to receive access. We can review the use case before recommending a deployment.