



Cañada College • College of San Mateo • Skyline College



Drive-Up Wi-Fi – Frequently Asked Questions

How do I make a reservation for Drive-Up Wi-Fi?

Please visit the [Drive-Up Wi-Fi web page](#) to make your reservation through SMCCD's Smartsheet reservation system. You will find a registration link at the top of the landing page. Click on the link to start your registration process.

What do I need in order to make my reservation through the Smartsheet system?

Students will be asked to include their name, G#, email, and vehicle license plate of the vehicle that you will bring to campus. You will also need to include the names of all passengers who will be in the vehicle with you. All data are monitored at each campus access point for purposes of contact tracing and campus safety only.

What is the schedule of operating hours for Drive-Up WiFi?

Drive-Up WiFi is accessible to students at the Cañada College, College of San Mateo, and Skyline College campuses. Please check the [landing page](#) for the different schedules.

If face-to-face classes are cancelled during the COVID-19 pandemic, will Drive-Up WiFi close too?

Drive-Up WiFi would close ONLY in cases where the campus is closed. The cancellation of some classes (like face-to-face classes) is not a campus closure.

Do I need to check-in with someone before driving into the Drive-Up Wi-Fi parking lot?

Yes. All students for Drive-Up Wi-Fi must first drive up, stay in their vehicle, and check in at the campus Access Point. Campus Access Points are staffed by Public Safety. Please scroll to the bottom of the [Drive-Up WiFi web page](#) to view the designated parking lots and access points on each campus.

How long is my reservation good for?

Reservations are good the entire semester! If demand nears capacity, regular users of Drive-Up Wi-Fi will have priority.

How do I cancel my reservation if I no longer need it?

If you will no longer need a parking space for Wi-Fi, you do not need to do anything. Your reservation may be canceled after 30 days of inactivity at SMCCD Drive-Up Wi-Fi access locations.

Where can I park on campus?

Please scroll to the bottom of the [Drive-Up WiFi web page](#) to view the designated parking lot for Drive-Up Wi-Fi on each campus. Vehicles must park in every other parking space as designated by green parking cones. Due to COVID-19, vehicles cannot be parked next to each another.

I have a reservation, and there are no parking spaces left. What do I do?

We will do everything possible to find a solution. Please check in with Access Point staff for support. Depending on your specific issue, you may be redirected to email the campus point of contact for additional support and follow-up.

What do I need to know about health precautions when I am on campus?

Please browse the [Health and Safety Requirements for Campus Access](#) for more information and guidelines for visiting campus for Drive-Up Wi-Fi.

How do I connect to the Wi-Fi when I am on-campus?

Please download the [SMCCCD Tech Support flyer](#) for more information on how to access Wi-Fi on campus.

I don't have access to a car. Do I have to have my own vehicle to access the Drive-Up Wi-Fi?

You must have a vehicle to access Drive-Up Wi-Fi in the parking lots. Due to health protocols for social distancing, motorcycles are not permitted. For additional support with accessing Wi-Fi or borrowing necessary equipment, please refer to your *Support Center* tab on the [Virtual Campus website](#) for more resources.

Do I need a parking permit?

Parking permits are not required.

If I don't have a reservation, can I carpool with others who have a reservation?

Yes, as long as you comply with SMCCD Campus Access requirements provided at the [Campus Access webpage](#).

When you check in at the campus Access Point, please give the names of all individuals in the vehicle to the Access Point staff. All individuals are expected to comply with guidelines for Drive-Up Wi-Fi access and usage.

It's the weekend, and I am having technical difficulties with the reservation system.

Please expect to receive response from our campus leads for Drive-Up Wi-Fi between Monday and Friday. On the weekend, please refer to the [SMCCCD Tech Support flyer](#) for technical questions.

Can I use the Drive-Up Wi-Fi right outside of my car or anywhere else on campus?

No. Drive-Up Wi-Fi is allowed inside vehicles only in order to comply with the [Health and Safety Requirements for Campus Access](#) during COVID-19.

What if I need to use the restroom while I am on campus?

Each campus has identified restrooms next to the designated Drive-Up Wi-Fi parking lots. Please scroll to the bottom of the [Drive-Up Wi-Fi web page](#) to access the campus maps and view the specific location for restrooms on each campus.

How often are the restrooms sanitized/cleaned?

Each restroom is sanitized twice daily – once in the morning and once in the early afternoon. All [Health and Safety Requirements for Campus Access](#) apply when entering facilities to use the restrooms.

Are food services available while I am on campus?

Food services are not available on campus. With your full-day reservation, you do have in and out privileges to the parking lot. You must always check back in with Access Point staff upon entry to the campus. You cannot have food ordered and delivered to you on campus.

I am on campus, and I just need a quick stretch break. Can I step out of my car for a moment?

Quick breaks to stretch or get fresh air are allowed. Please stay next to your vehicle, away from other vehicles, practice safe social distancing and please refer to the [Health and Safety Requirements for Campus Access](#) for additional guidelines.

Do I need to wear a mask in the car?

Masks are required when on campus and outside of your vehicle. Please refer to the [Health and Safety Requirements for Campus Access](#) for additional guidelines

Can I bring my pet in the car with me?

Animals that are not service animals are not permitted on campus. For more information, please visit the San Mateo County Community College District Administrative Procedures for Disabled Students Programs & Services related to [service animals](#).

Can I roll down my window and keep it down for a prolonged amount of time?

You have the option to roll down your window. Please note the [Health and Safety Requirements for Campus Access](#) which remind everyone about proper social distancing and other protocols.

Should I keep my car on when I am in the designated parking lot?

You are not required to keep your car on. Please note that every vehicle is different and usage of your car radio, air conditioning, propping open car doors, etc. will likely impact the life of your car battery. Please do so at your own discretion.

I am on campus now to use Drive-Up Wi-Fi, and I feel unsafe.

For emergencies, please dial 9-1-1. For additional support, you can also contact [SMCCCD Public Safety](#).

I am having car trouble. Is there someone who can help me on campus?

SMCCCD Public Safety can assist you with contacting services for car repair and support. For more information, please refer to the [SMCCCD Public Safety landing page](#). In particular, please note the [SMCCCD Public Safety FAQ document](#) for additional resources.

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