

Procedure to Ensure your Phone's GPS is Active

Phones like people fall asleep. There will be times that you need to wake up your phone's GPS so that it realizes its current location. Here's how to ensure that it GPS is activated. It is recommended that you follow one of these procedures each time you visit your Costco.

1) If you are using your phone's cellular service:

- a) While outside the Costco – in your parked car or the parking lot, open up a Map App, e.g., Google Maps or Apple Maps. Costco's cinder block construction tends to block or slow cellular signals, which is why doing it outside of Costco is a good idea.



- b) Touch the bulls eye (at left) if using Google Maps; or Apple App arrow at right-->



- c) A bright blue dot will appear on the map at your current location. Touch the dot and you should see the address or your position on the map. If the map shows that you are at your Costco, your phone is awake and aware of its current location.

- ### 2) If you are using Wi-Fi:
- When you are in the building, connect to Costco Wi-Fi (Settings > Network & Internet > WI-FI > Costco Guest and click on "accept"). Open a Map App or a map site via the internet (e.g., <https://www.google.com/maps>). Then follows Steps b and c, above.

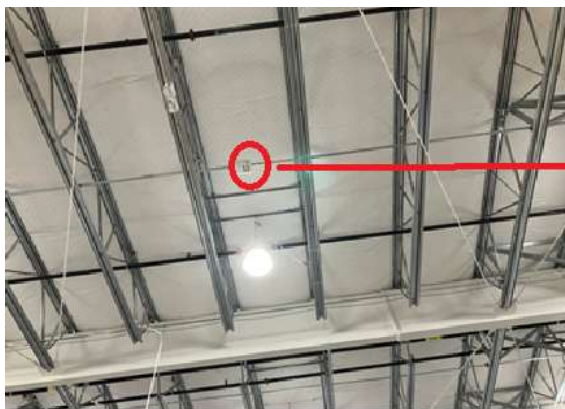
WARNING: Costco Wi-Fi can be a challenge as signal strength varies throughout the building.

If the internet is not coming up or it is extremely slow.

- i) Check the bars on the cone shaped Wi-Fi icon on the top of your screen. If they are all light gray, move around the building (best place is below an Access Box – see b below) until you are in a spot where more of the bars are black like the one at right →



- ii) Signals are strongest directly underneath an Access Point Box. The boxes are located throughout the club. If you look up, you can spot them on the ceiling. They are small white squares and are marked "AP" as show below on the left from the floor and on the right in close-up;



AP BOX On Ceiling



Close up of AP Box

Stop when you are directly under a box and try again.

