

FAQ

FREQUENTLY ASKED QUESTIONS



WHAT ARE THE REQUIRED IMAGE DIMENSIONS?

Splash pages are fully responsive with a vertical design, making the image dimension requirements less restrictive. Recommended foreground image dimensions are a maximum of 1000 x 1200 pixels and the background image should be 1200 x 980 pixels to ensure the best quality.

WHEN IS THE DEADLINE TO PROVIDE THE IMAGES FOR MY SPLASH PAGE?

Two weeks. This allows your images to be reviewed and integrated effectively, ensuring that your splash page is approved prior to the start of event. While it's best to adhere to the two week deadline, contact your local Smart City representative as soon as possible if past the recommended deadline so we can work with you to ensure your splash is ready in time for your event.

CAN I INCLUDE THE CONNECT BUTTON AND OR PASSWORD FIELD ON MY IMAGES?

Yes! These elements can be included but not on the background and logo files provided. You may include them in any mock-up or sample layout provided, but the individual logo files cannot contain these elements. Our design team will add them to the splash page.

WHAT IS THE BEST FILE FORMAT FOR IMAGES?

JPG and PNG are the two primary file formats we support. JPG is best for photographs and complex images with many colors, while PNG is ideal for sharp images, text or transparency.

WHAT IS THE BEST FILE SIZE FOR IMAGES?

We recommend keeping the overall file size under 1MB for each file. This ensures the best user experience, as larger files may take longer to load on a user's device.

HOW MANY SPONSORS CAN I FEATURE ON THE SPLASH PAGE?

As many as you would like! There is no strict limit to the number of sponsors you can display on your splash page. Our vertical design allows for scrolling, enabling multiple sponsor placements. We will work closely with you to find the best solution for your specific needs, while maintaining a great user experience. As an alternative, sponsor images can be combined into a single image to reduce the amount of unused space between the images. We also offer the option of having different sponsored splash pages for each day of your event. Additional fees do apply.

SHOULD WE PROVIDE SEPARATE IMAGES FOR MOBILE AND DESKTOP VERSIONS?

No. Our splash pages are fully responsive, eliminating the need for separate designs and images. The splash pages scale based on the device used when viewing the page.

CAN I PLACE A LOGO ON THE BACKGROUND IMAGE OF MY SPLASH PAGE?

No. It is not recommended to place any important images or text on the background image as it may be cropped out on smaller devices. This ensures the logo will be prominently displayed as the primary image.

WHY ARE REDIRECTS TO OTHER WEBPAGES NOT SUPPORTED?

Smart City Networks' splash page portals are designed to work on all devices, ensuring that every user will see your event's wireless splash page. Redirect or landing pages work differently. Once a user connects to the internet from the event splash page, the individual device takes control of how it accesses the internet. In most cases, devices will bypass any programmed redirect page and default to opening with their native browser instead. Due to this lack of control over a device's post-connection behaviour, Smart City cannot guarantee a consistent experience with redirects or landing pages.