

Patients & Visitors' Guide to:

Guest Wireless Network

Guidelines

Walsall Healthcare NHS Trust is pleased to be able to provide free to use wireless Internet access to our patients and visitors. Our Guest Wireless Network is compatible with most Wi-Fi ready computing devices. For your convenience, connectivity is currently available in many areas including:

- Outpatients Department
- Inpatient ward areas
- A& E waiting areas

How to connect

In order to connect to our Guest Wireless Network, follow these steps:

1. Enable the wireless feature on your computer and search for Wi-Fi connections
2. Connect to the **WLANGUEST**.



Fig 1 screen shot of the typical WLAN connections list

3. Once you are connected, you will be directed to the Trust's Wi-Fi start page where you will be asked to e-sign the terms of acceptance for use and to enter a username and valid email address etc.

Guest Wireless Acceptable Use Policy

Walsall Healthcare NHS Trust is pleased to provide free wireless internet access to its patients, visitors and guests.

Please note: This is an open and unrestricted connection to the Internet and is classed as unsecured at all times. The Trust therefore cannot guarantee the privacy or accuracy whatsoever, for the data you transmit or receive by the use of the technology provided.

You are strongly advised to exercise caution at all times when using the service provided. In addition, Walsall Healthcare NHS Trust cannot in any way be held responsible for the accuracy of any content found on the Internet and does not offer any technical support in either the ability to connect to the service or in its use.

You are respectfully reminded to consider the privacy of other patients, visitors and guests whilst using this service, by always keeping the volume turned down on your device. You are encouraged to use your personal headphones wherever possible.

Any illegal or inappropriate use of the service will be reported to the required Authority for appropriate follow up, in line with the Information Governance policies enforced by this Trust.

*****Important: by clicking the accept button below, you acknowledge and agree to the above terms in full*****




Fig 2 Walsallhealthcare NHS Trust User policy

4. On acceptance of the terms and conditions for use, you can now browse the www normally.

Please Note: Due to the potential demand on the service and available capacity, you may at times be disconnected and will need to reconnect to continue use of the service.

Troubleshooting Tips

The Walsall Healthcare NHS Trust Guest Wireless Network supports 802.11b and 802.11g devices only. If you cannot connect to the wireless network, verify your wireless adapter is running in one of these modes.

The Walsall Healthcare NHS Trust Guest Wireless Network requires your web browser to be configured to automatically detect proxy settings. If you can connect to the wireless network but are unable to browse websites, you should verify your browser is configured properly. Below are steps to check your proxy configuration for some popular web browsers:

Microsoft Internet Explorer

- Select "Internet Options" from the "Tools" menu.
- Click the "Connections" tab.
- Click the "LAN Settings" button.
- Verify "Automatically detect settings" is checked.

Mozilla Firefox

- Select "Options" from the "Tools" menu.
- Click the "Advanced" icon along the top of the "Options" window.
- Click the "Network" tab.
- Click the "Settings" button.
- Verify "Auto-Detect Proxy Settings for This Network" is selected.

Disclaimer

Use of the Walsall Healthcare NHS Trust Guest Wireless Network Internet connection is entirely at your own risk. As with most public wireless hot spots, the Walsall Healthcare NHS Trust Guest Wireless Network is not secure. There can be an unknown 3rd party between you and anybody in which you communicate with over this connection. Any information being sent or received could potentially be intercepted by another wireless user. Wireless users should never transmit their credit card information, passwords, or any other sensitive personal information while using this wireless network.

- Walsall Healthcare NHS Trust assumes no responsibility, and shall not be liable for the loss of data, damages, or for viruses that may infect your computer equipment or other property derived from the use of, or browsing of any website, or the downloading of any materials from any navigated website.
- Any restriction or monitoring of a minor's access to the hospital's guest wireless network is the sole responsibility of the parent or guardian.
- Walsall Healthcare NHS Trust cannot guarantee that your hardware will work with the hospital's Guest Wireless Network.
- If you experience any problems accessing the Internet over the Guest Wireless Network, please note:

Our staff are not able to assist in making changes to your network settings or perform any troubleshooting on your device. You should refer to the owners' manual for your device or other support services offered by your device manufacturer.

The dissemination, storage or distribution of material that is fraudulent, sexually explicit, profane, defamatory or unlawful is strictly prohibited. The dissemination, storage or distribution of commercial or personal advertisements, solicitations, and promotions are also strictly prohibited.

Misuse of this free to use service in anyway, including unauthorised access and/or infringement of the terms of use will be reported to the Hospital administrator for further action where applicable.

Technical Support

Walsall Healthcare NHS Trust is unable to provide any technical support for your device or your software configuration.