

# Guest Internet Access Service

## Frequently Asked Questions

### WHAT DO I NEED TO GET CONNECTED?

A laptop, PDA or any other device equipped with either an external Wi-Fi network interface card (NIC) or built in Wi-Fi capability. The system supports both 802.11b and 802.11g standards.

### WHERE CAN I CONNECT?

Displays are available to inform you where you can connect. You can also search for the network/SSID (Service Set Identifier) that begins with “Guest-” and check if you are in a covered area. Make sure that you have “Good” or “Excellent” signal strength when you connect your computer to the wireless network.

### HOW DO I GET CONNECTED TO THE WIRELESS NETWORK?

If you are using a Windows XP or Apple computer, it has an auto-find feature that should locate the wireless network shortly after booting (give it a few minutes). You may need to search and select the wireless network (SSID) that begins with “Guest-” (no quotes).

Launch your Internet browser and you should see a login page with the Dignity Health™ logotype.

### WI-FI USER ALERT – MIND THE SSID

Make sure that you always connect to an SSID that has the symbol  in front of the network name/SSID.

Some unscrupulous individual users, intend to do harm by changing their laptop SSID to read “Free Wi-Fi” or similar and then broadcasting it in an attempt to lure other users to join them in an “open” network. While this may be no more than a prank, it’s possible that these users could then invite unsuspecting users to share personal information.

### HOW DO I CONNECT TO THE INTERNET FROM THE GUEST PORTAL?

You have to request an Internet Voucher from the front desk or nursing staff to be able to create your personal Internet account. At the login page choose ‘Register Now’, and enter the access code that is shown on the Internet voucher. Fill in the requested information and chose your personal Username and Password for your Internet account. Accept ‘Terms of Service’ and click ‘Save and create my account’ and you will be connected to the Internet.

You only have to do the registration once. The next time you want to sign in to the Internet use your personal Username and Password which you created during registration.

### HOW SECURE IS THE INTERNET CONNECTION?

Because this is a public network, safeguards are not in use. You should use the same precautions recommended by your internet provider. For best protection, use

anti-virus software, a personal firewall, disable Windows file sharing and use the VPN supplied by your IT organization.

### CAN I USE A VPN THROUGH THIS INTERNET CONNECTION?

While we have tested several VPN products we cannot guarantee all brands of VPN will be accessible through this connection. Because this connection is protected behind a firewall your VPN will need to be able to use NAT/PAT Traversal to establish its connection. If you are unsure if your VPN supports this, please contact your company’s IT staff for details and/or instructions.

### I AM UNABLE TO SEND EMAIL FROM THIS INTERNET CONNECTION. ARE THERE ANY SETTINGS THAT I NEED TO CHANGE?

When using any email client (e.g. Outlook, Outlook Express, Eudora) you may be able to receive but not send email. In this case you need to contact your email provider (e.g., ISP or your company’s IT staff) to obtain more information on how to send emails from a public network. In most cases you will need an outgoing mail (SMTP) address and authentication credentials to be able to send email.

### ARE THERE ANY RESTRICTIONS ON MY INTERNET CONNECTION?

Because the guest Internet access service is being made available in a work environment, certain third party websites containing inappropriate content may not be accessible. If you

attempt to view a site that contains certain keywords or is on the list of known sites that are not allowed you will be forwarded to a 'Forbidden' page that will inform you that this web page cannot be accessed. If you believe this web page was blocked in error, please submit the URL and the reason for why this site should be allowed by using the 'Feedback' form on the login page.

#### I NEED MORE HELP. CAN I CONTACT A LIVE PERSON?

Yes, please call the Dignity Health™ Guest Internet Helpdesk at **(866) 805-3218**. A customer service agent is available to help you, 6 a.m. to 10 p.m. Pacific Time, seven days a week.



Chandler Regional Medical Center  
Mercy Gilbert Medical Center

#### HOW DO I SUBMIT FEEDBACK?

At the guest login page, click on 'Feedback' and you can submit comments to let us know about your experience with our free wireless Internet service.