



GUEST WIFI SERVICE USER GUIDE

OVERVIEW AND SCOPE

Welcome to the Island Health Guest Wireless Service!

Island Health is pleased to provide a WiFi Service available to the public (visitors and patients) located at the following sites:

- **North Island Hospital Comox Valley (CVH)**
- **North Island Hospital Campbell River and District (CRG)**
- **Nanaimo Regional General Hospital (NRGH)**

The service provides access to the wireless internet from your ***personally owned mobile devices***. This service is provided free of charge, and has been put in place to enable visitors and patients much needed access to online educational materials, communication services, and personal entertainment.

- There is no cost to patients and visitors for this service.
- ‘Family friendly’ content filters may restrict some content, and limit those services that consume high bandwidth. This is in order to ensure limited bandwidth is equally shared among all users
- Examples of activities visitors can use the service for include:
 - Browsing the internet
 - Checking e-mail
 - Researching educational materials

Note: high bandwidth services may be less available (e.g. Streaming media, video chat etc.)

Important reminder for Island Health Staff:

- This service is available to **patients and visitors only**
- Island Health staff who want to connect their personal mobile devices to WiFi service can use a [Staff WiFi Service](#)

By keeping the guest WiFi for patients and visitors, this helps keep the access and connection speeds optimal for the public and staff, who may want to use WiFi service at these locations.



TERMS AND CONDITIONS

- The Guest WiFi Service is **not encrypted**.
- Patients and visitors use the service at their own risk and should take precautions to protect their data.
- All users must read and acknowledge the **Terms of Use (TOU)** available in full at:
 - [Guest WiFi Internet Access – Terms of Use](#)

SUPPORT

- The [IM/IT Service Desk or Clinical Solutions Desk \(CSD\)](#) should NOT be called regarding support for patients or visitors connecting their devices to the Guest WiFi Service.
- Patients and visitors connecting to the Guest WiFi Service are expected to use the instructions below to connect their personally owned mobile devices to the **IslandHealthGuestWiFi** network.

HOW TO CONNECT YOUR DEVICE TO THE “ISLANDHEALTHGUESTWIFI” WIRELESS NETWORK

Instructions

1. From your wireless device, open up the list of available Wireless networks
2. Select the wireless network "IslandHealthGuestWiFi"



3. The Device should begin connecting – this may take a few seconds
4. A browser window should open up automatically displaying a **User Acceptance Policy**



5. Read and agree to the terms by scrolling to the bottom of the policy and clicking on **Accept**



6. Your device should now be connected to the Guest wireless network

