

## Frequently Asked Questions

### Guest Internet Access Service

#### 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 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 Catholic Healthcare West logotype.

#### Wi-Fi User Alert – Mind the SSID

From time to time, Wi-Fi users in any locale receive signals from other users, since Wi-Fi operates on a two-way exchange of such signals. These signals are usually clearly identifiable as such, by their SSID (Service Set Identifier), displayed on your laptop. The SSID is set by a network administrator and for public wireless networks, the SSID is broadcasted to all wireless devices within range of the network access point.

Some unscrupulous individual users, however, by changing their laptop SSID to read "Free Wi-Fi" or similar and then broadcasting it, attempt to lure other users to join them in a de facto "open" network. While this may be no more than a prank, it's conceivable that these unscrupulous users could then invite unsuspecting users to share personal info.

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

#### How do I connect to the Internet from the guest portal?

You have to request an Internet Voucher from the reception 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 the registration.



### **How secure is the Internet connection?**

Because this is a public network, encryption is not in use. You should use the same precautions recommended by your DSL or cable broadband provider. For best protection, use anti-virus software, use 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 e-mail from this Internet connection. Are there any settings that I need to change?**

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

### **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 CHW Guest Internet Helpdesk at **1.866.805.3218**. A customer service agent is available to help you 6:00 AM to 10:00 PM Pacific Time, seven days of the week.

### **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.

