

WIRELESS INTERNET ACCESS

Patients and guests of Trillium Health Centre now have access to Trillium's wireless high-speed internet service. Wireless internet is available everywhere at both locations, except areas restricted to protect patient safety, including the patient rooms in CCU, ICU, CSICU and the Resuscitation area in Emergency.

The wireless network allows patients and guests to use their own wireless-equipped laptop computers to surf the web, check email and chat with friends and family.

What Equipment do I need?

To access the wireless network, you'll need a laptop computer or device equipped with an Internet browser (eg. Microsoft Internet Explorer) and a wireless network card.

How much does it cost to use the Internet at Trillium Health Centre?

24 Hours - \$ 6.95
 3 Days - \$15.95
 7 Days - \$25.95
 1 Month - \$44.95

How can I pay for internet access?

Payment is made online with your credit card. Visa, MasterCard and American Express are all accepted. Credit card receipts are available by e-mail

How secure is my Internet session?

Wireless networks are shared among all users and are public. All public networks lack the high level of security you might be accustomed to at work or home. We encourage you to be careful when sending personally identifiable or sensitive information. If the websites you visit support the industry standard SSL encryption, our network connection to that site is as secure as if you were on a standard wired network.

PLEASE NOTE

- Trillium Health Centre cannot guarantee that your hardware will work with the hospital's wireless connection
- The wireless network should not be used for inappropriate or unlawful purposes. When using the wireless network, please be courteous of those around you. Laptop audio should be at a low or muted volume, or headphones should be used.
- Due to safety reasons associated with patient care, all electrical outlets throughout the hospital are reserved for the use of medical equipment only.
- Trillium Health Centre is not liable for any hardware or software damage while accessing the wireless network.
- Restriction and/or monitoring of a minor's access to Trillium Health Centre's wireless network are the sole responsibility of the parent or guardian.
- If you have problems accessing the Internet over Trillium Health Centre's wireless network, staff cannot assist in making changes to your device or network settings or perform any troubleshooting on your device. You will need to refer to your owner's manual or call the support number for billing related or password issues.

Information Services
 Trillium Health Centre



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PATIENT AND GUEST WIRELESS INTERNET SERVICE

Helping you
 stay connected
 with your friends
 and family!



HOW TO CONNECT TO THE INTERNET

Getting Connected:

Ensure that you have a wireless enabled laptop and that your wireless feature is turned on.

Turn on your laptop

Most laptops will notify you automatically that the Trillium Guest Wireless network is available. You will see a pop-up message appear in the bottom right hand corner of your screen (by the clock).

Note: set your laptop's home page on the internet to a 'generic' site like Google, rather than a secure site which may prevent you from using the service.

Double click on the notification and select "connect" (ensure that the THC_Guest option is selected from the list of options).

If the notification does not appear, you can connect to the wireless network manually (if you have a Windows 2000, XP or Vista computer). To do this:

1. Click on the START button, select Settings> Control Panel> Network Connections
2. Right click on the Wireless Network Connection and select "View Available Wireless Networks"
3. In the wireless network list, select the Trillium Guest Wireless option and then click on the 'Connect' button. You will be connected within a few seconds.

Now that you're connected to Trillium's Guest Wireless Internet service, you may launch your web browser (eg. Internet Explorer, Firefox) to register and select a billing option.

Registration and Billing

Before you can begin to register, you will see a "Terms and Conditions" statement. Once you have read the terms and conditions and agree to accept them, click on the checkbox next to the statement.

You can now complete the steps for registration by selecting your method of payment, choosing your package and entering your credit card information.

Once your payment has been authenticated, you will be given access to the internet, beginning with Trillium Health Centre's website.

Note: If you choose to not accept the terms and conditions, you will not be able to access the internet through Trillium's wireless internet service.

FREQUENTLY ASKED QUESTIONS

Q. Can I purchase internet access from hospital staff?

A. No, wireless Internet can only be purchased using a credit card online from the Trillium Guest Wireless Internet Service page.

Q. Who can I go to if I need help connecting to the internet or have a billing question?

A. If you need help with password or billing issues, please call the Guest Wireless Support Number at 1-800-642-3958. This number is available 24 hours a day, seven days a week.

Please note: Trillium's staff will not be able to help with issues related to this internet access service.

Q. Where is the wireless internet service available in the hospital?

A. The Wireless Internet service is available throughout all areas of both hospital sites (including patient rooms, main lobby, cafeteria).

Q. Are there any restricted areas?

A. Yes. To protect patients, cell phones and wireless internet access MUST NOT be used in the within patient rooms in the CCU, ICU, CSICU and Resuscitation Area in Emergency.

Q. How do I connect to Trillium Health Centre's Patient & Guest Wireless Internet Service?

A. See "How to Connect to the Internet".

Q. Can I access a hospital printer while using the internet?

A. No, you do not have access to hospital printers.

Q. What can I access once I am connected?

A. You will be able to access any resources on the internet. Trillium Health Centre does block certain sites deemed to be inappropriate to hospital standards.

Q. Is my internet activity monitored?

A. No, Trillium Health Centre does not monitor activity on the Patient & Guest Wireless Internet network.

Q. Is there virus protection available while accessing the internet?

A. No, virus protection is not available. It is up to the patient or guest to ensure that their personal virus scanner is installed and up to date.

Q. Does Trillium Health Centre have any loaner laptops available for patient and guest use?

A. No, Trillium Health Centre does not loan or rent laptops.

Q. Is there a limit to how long I can use the wireless internet service?

A. No, there is no limit. However, you will be charged for your use of the service.

Q. What if the service doesn't perform properly and I want a refund?

A. Please call the Guest Wireless Support Number at 1-800-642-3958 for assistance.