



## Getting Connected to Public Wi-Fi

### For assistance with public Wi-Fi

Call Datavalet Customer Service toll-free at **1-844-940-5123**.

This number is available 24 hours a day, 7 days a week.

### Types of Public Wi-Fi Available

Public Wi-Fi (wireless internet) is being launched across Providence Health Care. Patients, families, guests, and residents can access:

1. **FREE BASIC Wi-Fi** for browsing the internet, checking emails, instant messaging (WhatsApp/iMessage), audio chatting (Skype/FaceTime), or streaming music.
2. **PAID PREMIUM Wi-Fi** for streaming movies, video calling, or gaming. For **PAID PREMIUM Wi-Fi**, the user buys access for a certain length of time, from one hour to one month.

To access public Wi-Fi, users will need their own device such as a **smartphone** (e.g. iPhone, Android phone), **tablet** (e.g. iPad, Android tablets), or modern **laptop** computer with Wi-Fi capability.

### Help with Public Wi-Fi

Should patients, residents, family members, and visitors ask you for support, some basic troubleshooting suggestions are provided below.

If they are still having trouble accessing the Public-WiFi network, as well as for any help with billing questions, they can call Datavalet Customer Service toll-free at 1-844-940-5123 (available 24/7).

### Troubleshooting

#### If the user can't see the Public-WiFi network:

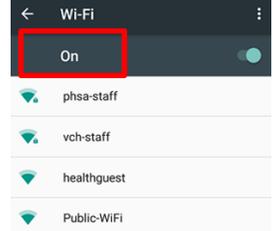
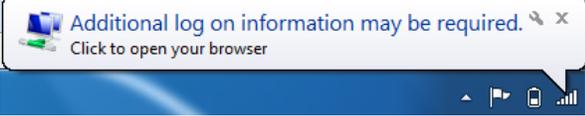
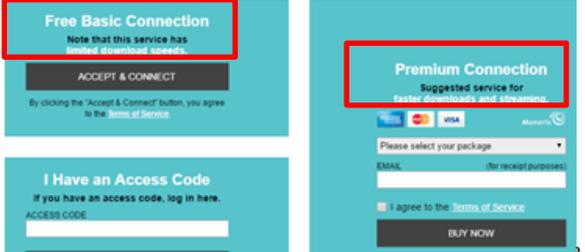
- **Option 1:** On the user's device, check if Wi-Fi is turned on. If it's already on, have the user turn off Wi-Fi, wait 10 seconds, and turn it on again to refresh the list of Wi-Fi networks.
- **Option 2:** On a different device, check if the **Public-WiFi** network is visible.
  - If it's not visible on the second device, make sure you're in an area that has signal coverage.
  - If it is visible on the second device, have the user restart their device.

#### If the user can't see the sign-in page after connecting to the Public-WiFi network:

- **Option 1:** In the browser, have the user go to a different webpage ([www.example.com](http://www.example.com)) to be redirected to the sign-in page.
- **Option 2:** Have the user go to the list of Wi-Fi networks. (See instructions on the next page.)

- Have the user disconnect from the **Public-WiFi** network. On a **mobile device**, the user should select the **Public-WiFi** network, hold it to bring up the sub-menu, then select **Forget Network or Disconnect**. On a **laptop**, the user should click on the **Public-WiFi** network and select **Disconnect**.
- Have the user wait 10 seconds, then select **Public-WiFi** and **Connect**.

## Steps for Connecting to Public Wi-Fi

<p><b>STEP 1 on an iPhone/iPad/Android:</b></p> <p>Go to the <b>Settings</b> menu. Select <b>Wi-Fi</b>. Make sure Wi-Fi is 'On'.</p> <p>From the list, choose <b>Public-WiFi</b>. Wait until the device is connected.</p>	 <p style="text-align: center;"><b>iPhone/iPad</b></p>	 <p style="text-align: center;"><b>Android</b></p>
<p><b>STEP 1 on a laptop:</b></p> <p>Select the <b>Wi-Fi icon</b></p>    <p>(usually near the time display)</p> <p>Choose <b>Public-WiFi</b> from the list. Wait until the device is connected.</p>	 <p style="text-align: center;"><b>Windows 7</b></p>	 <p style="text-align: center;"><b>Windows 10</b></p>
<p><b>STEP 2</b> Go to the <b>Sign in</b> page by visiting any website to be redirected. Some devices may show the sign in page automatically. If so, skip to <b>STEP 3</b>.</p>		
<p>You may see a notification like those to the right. If so, click on it.</p> <p>If not, open an internet browser (e.g. Chrome, Safari, Internet Explorer, Firefox) and go to any webpage. You'll be redirected to the Wi-Fi sign-in page.</p>	<p style="text-align: center;"><b>Android</b></p>  <p style="text-align: center;"><b>Windows 7</b></p> 	
<p><b>STEP 3</b></p> <p>On the Sign In page, choose the <b>Free Basic Connection</b> or <b>Premium Connection</b>.</p> <p>Click <b>Accept &amp; Connect</b> or <b>Buy Now</b>.</p>		

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