

# 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.

## Devices



Patients, residents, and family members who want to use Wi-Fi need their own smartphone like an iPhone or an Android, a tablet like an iPad, or a laptop computer that can connect to Wi-Fi.

We are dedicated to supporting our patients, residents, and family members during their care in our facilities. However, staff are not expected to help with billing issues. Please direct your patients, residents, and their loved ones to Datavalet using the number noted above.

## Network



Go to the settings in your Wi-Fi enabled device and select **Wi-Fi**. From the list of available Wi-Fi networks, select **Public-WiFi**.

## Signing In



Much like connecting to Wi-Fi at Starbucks or at the airport, patients, residents, or family members must sign in after their phone connects to the Public Wi-Fi network. Some devices may display the sign-in page automatically.

If the device shows a sign-in notification, click on it to be directed to the sign-in page.

If no notification appears, open any internet browser and go to any web page. You will be automatically redirected to the sign-in page.

## Service Type



On the sign-in page, you'll have the option of either connecting to a free, basic connection or a paid premium connection.

The **Free Basic** Connection is best for internet browsing, using social media, and streaming music. The **Premium** Connection is for streaming video, including YouTube and Netflix, and video calling, like Skype and FaceTime.

# Troubleshooting

## What to do if you can't see the Public Wi-Fi network:

### Option 1

Check to see that the Wi-Fi on their device is turned on. If it is already turned on, try turning it off, wait 10 seconds and then turn it on again. This will refresh the list of Wi-Fi networks.

### Option 2

Check to see if the Public Wi-Fi network is visible on another device. If it is not visible, make sure you are in an area that has signal coverage. If it is visible, have the user restart the device.

## What to do if the user can't see the sign-in page after connecting to the Public Wi-Fi network:

### Option 1

In a browser, try visiting a different page.

### Option 2

Go to the list of Wi-Fi networks and disconnect from the Public-WiFi network:

- **Mobile Device:** Select the **Public-WiFi** network > Hold it to bring up a second menu > Select **Forget Network** or **Disconnect**.
- **Laptop:** Click on the **Public-WiFi** network > Select **Disconnect** > Wait 10 seconds > Select the **Public-WiFi** network and connect again.

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

# Feedback



## Report the Wi-Fi experience!

Take our short survey. Go to: <https://tinyurl.com/ycdg7yll>