Free Wireless Internet Access for Patients and Visitors

Please note: Free wireless Internet access is available for patients and visitors anywhere Emory Healthcare has a wireless Internet connection in place. If you follow the directions below and do not see the EHC Guest network, wireless access may not be available at your location.

Equipment Needed
A laptop (Mac or Windows), tablet or smartphone with:
- An Internet Web browser (e.g., Internet Explorer, Firefox, Chrome, Safari)
- An enabled wireless card

Security Alert
Emory Healthcare Internet guest access is an open network for our patients and visitors. It is as secure as any other open, public network. We strongly advise you to not exchange sensitive information when connected to this or any other open network. Use a VPN (Virtual Private Network) when security is needed.

Available Services
Guest Internet access is limited to using your Web browser to see http:// and https:// Web pages and establishing certain types of VPN connections. Sessions time out after eight hours.

How to Connect
1. Enable wireless on your device. Refer to the Troubleshooting section of this document for guidance.
2. Open your Web browser. You should see the Emory Healthcare Guest Access welcome page. If you do not see the welcome page, please refer to the Troubleshooting section of this document.
3. Read the rules and conditions of use policy on the page.
4. Enter your email address and click the Log In button.
5. You will see the emoryhealthcare.org home page. You are now connected to the Internet.

Troubleshooting: Look for Available Wireless Networks
Windows 8:
1. Click the Settings icon in the slide-out menu.
2. Click on the wireless network icon that appears.
3. Click on EHC Guest and then click Connect.
Windows 7 and Windows Vista:
1. Click Start.
2. Click Connect To.
3. You will see a list of wireless networks.
4. Click on **EHC Guest** and then click Connect.

Windows XP:
1. Click Start and select Control Panel.
2. Select Network Connections.
3. Right click Wireless Network Connection and View Available Wireless Networks.
4. You will see a list of wireless networks.
5. Click on **EHC Guest** and then click Connect.

Mac:
1. Click the Airport icon.
2. If Airport (Wireless) is enabled, you will see a list of wireless networks.
3. Click on **EHC Guest** and then click Connect.

iPad:
1. Touch the Settings icon.
2. Choose Wi-Fi.
3. Make sure Wi-Fi is turned on.
4. Make sure airplane mode is turned off.
5. Touch **EHC Guest** in the list of wireless networks.

Smartphone:
If you’re connecting your smartphone to the EHC Guest network, make sure airplane mode is turned off and that wireless or Wi-Fi is turned on.

Refer to your phone’s manual or seek assistance from your phone provider for details on how to do this. Bring up your phone’s Web browser. The Emory Healthcare Guest Access login page should appear.

**If You Do Not See Any Available Wireless Networks**
If you do not see any wireless networks, you may need to enable the wireless adaptor on your device (see below). If you see other wireless networks, but do not see the EHC Guest wireless network, you may be in a location where the wireless signal cannot get through. Signal strength is depicted by a series of bars by or below the wireless network name. More bars indicate stronger signal strength.

**Enabling the Wireless Adapter on Your Device**

On Windows Vista and Windows 7:
1. On your desktop, right click Computer and click Properties.
2. Click on the Device Manager below the Control Panel Home category.
3. Double click Network Adapters and right click on the wireless adapter.
4. Enable the wireless adapter.

On Windows XP:
1. On your desktop, right click My Computer and select Properties.
2. Click Hardware and then click the Device Manager.
3. Double click Network Adapters and then right click on the wireless adapter.
4. Enable the wireless adapter.