

Some Windows computers have their own software that controls Wi-Fi, especially if a card or other device needs to be attached. Often there is an icon for the program at the very bottom right corner of your screen.

Use your mouse to hover over the icons. You will see their names and can look for any that are related to Wi-Fi. Right-click on that icon to open it and try to find the option to search for networks. It may ask you to refresh your search.

## **Other Options for Internet Access**

### *At UWMC*

- There are computers in the Health Information Resource Center (HIRC) in the main lobby on the 3rd floor.
- Areas in the main lobby have Internet ports. These are on either side of the main entrance to the medical center.
- There is an Internet kiosk in the main lobby next to the HIRC. It can be used 24 hours a day.
- There are also ports in most patient care rooms labeled "UWMC DSL."

### *At HMC*

- The Patient and Family Resource Center has a computer with high-speed Internet access. The center is on the ground floor of the East Hospital wing, near the outpatient pharmacy and gift shop.



# Wireless (Wi-Fi) Connection for Patients and Visitors

*At UW Medicine facilities*

**University of Washington Medical Center (UWMC) and Harborview Medical Center (HMC) offer free Wi-Fi access to our patients and visitors. This brochure explains how to connect to the Internet using your own wireless device (laptop, phone, Blackberry, and others).**

UNIVERSITY OF WASHINGTON  
**MEDICAL CENTER**  
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**Patient Care Services**

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## Wireless (Wi-Fi) Access for Patients and Visitors

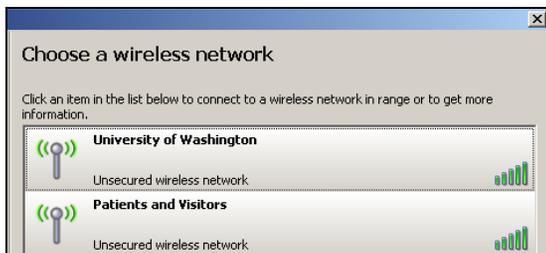
UWMC and HMC are pleased to offer free Wi-Fi access to our patients and their visitors. The name of the Wi-Fi service is **Patients and Visitors**.

- Use your wireless utility to search for the Wi-Fi network called **Patients and Visitors**.
- Open your Internet browser (for example, Internet Explorer).
- No username or password is needed. If you are asked for a password, you are connecting to the wrong network (see details below).
- Please read carefully the Terms and Conditions of Use.

### Searching for the Network

Each device and wireless receiver has a slightly different way of searching for Wi-Fi networks (see “Brief Overview of Wi-Fi Utilities” section).

All devices have a feature that searches for available networks. The list of networks should look something like this:



Screen shot showing available networks

Next to the network name, you may see the signal strength. Choose the **Patients and Visitors** connection that has the best signal.

Please note that the **University of Washington** network is for faculty, staff, and students with a UW NetID and password.

### Wi-Fi Troubleshooting Tips

**Be sure that you have a Wi-Fi system and it is turned on:**

Most, but not all, computers have a Wi-Fi system built in. Some have a card or adapter that has to be added. Many have a switch to turn the system on or off. There will often be an indicator light that tells you that the system is active.

**Be sure your computer is fully charged or plugged in:**

Wireless communication uses a lot of energy, and when a device is low on power, the Wi-Fi may not work properly.

**If you don't see any Wi-Fi networks:**

It may be that you are in an area that does not have coverage or the system is down. Or, your Wi-Fi system may be turned off (see above).

### Technical Settings

**Detailed settings** are not normally required. The system runs in Infrastructure mode. The SSID is “Patients and Visitors.” Obtain network settings automatically (DHCP). No encryption. We support 802.11b and 802.11g.

Unfortunately, we cannot provide technical support for personal computers. Please read the instructions that came with your device for more information.

## Brief Overview of Wi-Fi Utilities for Common Operating Systems

### Windows XP

From the Start button, choose Settings, then Network Connections. You should see an icon for your wireless utility. If you right-click on that icon, you will see an option to View Available Wireless Networks.

### Windows 7

From the Start button, choose Control Panel, then Network and Sharing Center. Click on Connect to a Network, then choose the **Patients and Visitors** option.

### Mac OS X

Click the AirPort symbol (  ) in the upper right of your screen. Select **Patients and Visitors**.

### Other Wireless Systems

Many phones and other mobile devices such as the iPhone, iPad, Android, Blackberry, and others may be able to use Wi-Fi. To connect these devices, follow the manufacturer's instructions and then choose the **Patients and Visitors** option.