

1) What is the name of the wireless network I can connect too?

The network name is 'WiFi – Patients'.

2) How do I connect to WiFi - Patients?

You will need a WiFi enabled device. Most laptops, smartphones and tablets have wireless capabilities built in. Connecting is simple and is similar to any other WiFi hotspot, just select WiFi – Patients from the available wireless networks and open your Internet browser. Your browser will be directed to the splash page where you can then select your language of choice (English/French) and view the Terms & Conditions before connecting and surfing.

Connecting can vary slightly by device:

Android Device:

- Select “Settings”
- Select “WiFi” or “Wireless and Network” or “Wireless Controls”
- Select the WiFi – Patients network and connect
- Launch the Internet browser on your device. You will be redirected to the WiFi – Patients splash page.
- Select preferred language and accept the Terms & Conditions.

iPhone/iPad:

- Select “Settings”
- Select “WiFi” (Make sure WiFi is turned on)
- Select the WiFi – Patients network and connect
- Launch the Internet browser on your device. You will be redirected to the WiFi – Patients splash page.
- Select preferred language and accept the Terms & Conditions.

Windows Laptop:

- Make sure WiFi is turned on
- Open “Network and Sharing Center”
- Select the WiFi – Patients network and connect
- Launch the Internet browser on your device. You will be redirected to the WiFi – Patients splash page.
- Select preferred language and accept the Terms & Conditions.

3) I can't connect to WiFi – Patients, what do I do?

If you are experiencing problems connecting please contact our support line at 1-844-375-2345.

4) When I log in to WiFi – Patients, I see a log-in screen and I’m asked to enter a user name and password. What are they?

WiFi – Patients does not require a user name and/or password. If you see a log-in screen or are asked to enter a user name and password, this means you are trying to connect to another Horizon wireless network.

Next steps:

- Disconnect / forget the network you are connected too.
- Find ‘WiFi-Patients’ from the network list and select to connect to it.
- Once connected, open your browser, type in any URL and follow the steps to connect to the internet.

5) Which facilities have free wireless internet access?

Patient and Family Wireless (WiFi – Patients) is currently available at the following facilities/hospitals:

- Saint John Regional Hospital – Saint John
- St. Joseph’s Hospital – Saint John
- Dr. Everett Chalmers Regional Hospital – Fredericton
- Stan Cassidy Centre for Rehabilitation (in progress)
- Upper River Valley Hospital – Waterville (in progress)
- The Moncton Hospital – Moncton
- Miramichi Regional Hospital – Miramichi
- Grand Manan Hospital – Grand Manan

Horizon is looking to expand this service to other facilities and hospitals.

6) Is it safe to use wireless devices in hospital?

Horizon reserves the right to restrict the use of wireless devices around sensitive medical equipment. Some older hospital equipment is very sensitive to Electromagnetic Interference (EMI) and Horizon will exercise caution when there are potential patient safety concerns.

As a general rule, wireless devices should not be used within 1m/3ft of sensitive equipment.

7) What kind of internet traffic is blocked on the WiFi service?

Horizon blocks adult material and malicious websites that may try to harm your device or steal personal information.

8) How fast is your WiFi service?

Currently, we limit bandwidth to 2Mbps upload and download. This is sufficient to browse, email, and use social media apps such as Facebook and Twitter, and browse general websites.

All patients within a specific facility share allocated internet bandwidth, preventing Horizon from providing internet speeds that you might experience from home. Horizon reserves the right to modify internet speeds to ensure equitable access for all patients, families and visitors.

9) How long can I stay connected?

All patients are required to go through the acceptance process every 24 hours. There is no limit on how many times you may reconnect.

10) Why do I only get a weak wireless strength?

As part of the WiFi-Patient service, coverage has been provided throughout patient areas. In specific locations, there may be interference from concrete pillars and other obstacles. If a patient is not able to easily resolve this to access the service in a different location (i.e. weak coverage in a patient room), please report this to the help line at 1-844-375-2345. We will investigate the cause of the weak signal strength.

11) I have connected to the WiFi-Patients network but when I open the browser, I get a page cannot be found error message. How do I fix this?

There are 3 initial fixes that should be tried:

- I. Close of windows / tabs and open the browser again. If there are multiple tabs open in a browser session, the wireless login page may have loaded on a page that you cannot see.
- II. Try a website other than Google.com or Google.ca such as www.cbc.ca or www.cnn.com. Google automatically changes the URL behind the scenes and this has been known to prevent the login page from loading.
- III. Forgot the WiFi-Patient network, restart your device and try and the steps above.

If you still have connection problems, call 1-844-375-2345.