

# Bluewater Health Guest Wi-Fi

## How do I access the 'Guest' Wi-Fi?

1. Go to your device's wireless settings
2. Connect to "Guest" wireless network
3. Try waiting for 10 seconds once connected. The log-in or "splash" page should pop up (If not, launch your web browser and go to any website. The Bluewater Health splash page will load.)
4. Accept the terms and conditions
5. Enjoy free Wi-Fi at Bluewater Health

## What might you experience when accessing the Guest Wi-Fi network?

1. **Without accepting the Terms and Conditions, email and other apps like Facebook will not work.**  
It is important to launch a webpage after you connect to the network. This will allow you to accept the Terms and Conditions, which allows you to access the internet.
2. **If you are having connection issues, 'forget' the network and reconnect.**  
Under wireless settings, click on the "Guest" network and choose "forget network" (steps will differ based on device) and then reconnect. Again, try to land on the Terms and Conditions page by opening a browser and going to a website.
3. **The Guest network access times out after 8.5 hours.**  
After this time, you will need to restart the process of accepting the Terms and Conditions from the splash page. You may need to re-open a webpage in another website for the splash page to appear again.
4. **Ensure your device's Wi-Fi is turned on.**  
In the settings of your device, go to the wireless menu and ensure Wi-Fi is turned on. If all else fails, try turning your device off and then back on.
5. **You may be temporarily disconnected, particularly on leaving the facility.**  
While your phone will remember the network, the system may drop the connection on occasion or when you leave the facility (out of range). Regularly verify that your Wi-Fi remains connected by opening your web browser, particularly on re-entry to the facility. If you are not connected, simply accept the Terms and Conditions again.
6. **Assistance with accessing the Guest wireless network is not supported by Bluewater Health resources.**  
Much like accessing free Wi-Fi at a coffee shop, restaurant or book store, this is a complimentary service and is not supported by Bluewater Health. For assistance with personal device connection issues, please consult your device user manual or contact your service provider.