

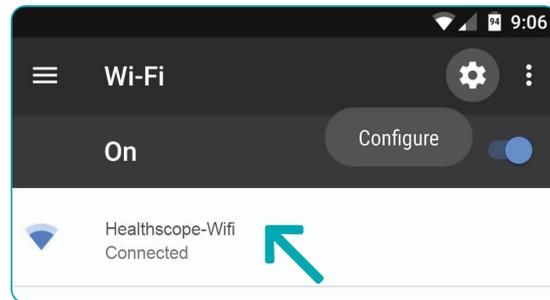
## Android devices, such as Samsung phones or tablets

Due to the number of different devices running Android, it is not possible to have an example for each. As such, a general how-to is provided below for these devices.

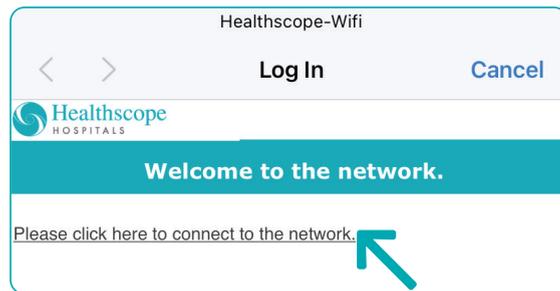
1. Swipe down from the top of your screen
2. Touch and hold the Wi-Fi logo



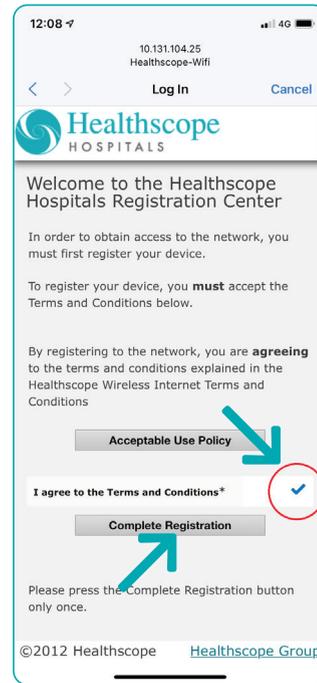
3. Select the hospital Wi-Fi network, 'Healthscope-Wifi'



4. Once connected, open an internet page. You will be redirected to the Healthscope Network, clicking on the statement



5. The Healthscope Registration page will load, please **select the tick** next to the **I agree to the terms and conditions\***



6. Click **Complete Registration**

7. You will now be connected to the Healthscope Free WiFi.



And you are done. After you connect, the network is "Saved." When your phone or tablet is near and Wi-Fi is on, your device will automatically connect to our network.

# Keeping you connected

## Using our free Wi-Fi network

Information for patients



  
**Healthscope**  
healthscope.com.au

ABN 85 006 405 152



V1\_10/2021

Community  
of Care



# Our free Wi-Fi network

To help you connect with your friends and family while you are with us, we are pleased to offer you access to the internet via our free Wi-Fi network.

Just search on your device for “Healthscope-Wifi” and join.\*

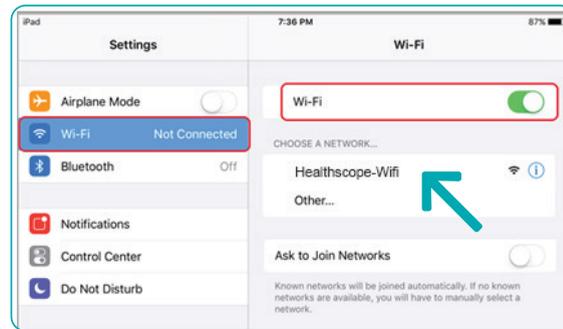
## DISCLAIMER

\* Our Wi-Fi Internet access is provided ‘as is’ to our patients and visitors. While we have significant safeguards around anti-virus and internet security, you use our service at your own risk. We are not liable for any viruses or other internet-related issues you may have while using our service. We also reserve the right to restrict access to specific internet sites deemed inappropriate or illegal and to block your device access to our network if you attempt to circumvent these policies.

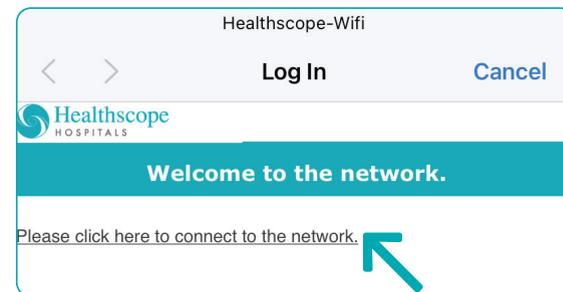
Apple, iPad, iPhone, macOS: Copyright © 2020 Apple Inc. All rights reserved. | Android, YouTube: Trademarks of Google LLC | Samsung, Copyright© 1995-2020 SAMSUNG All Rights Reserved.

## Apple devices, such as iPhones and iPads

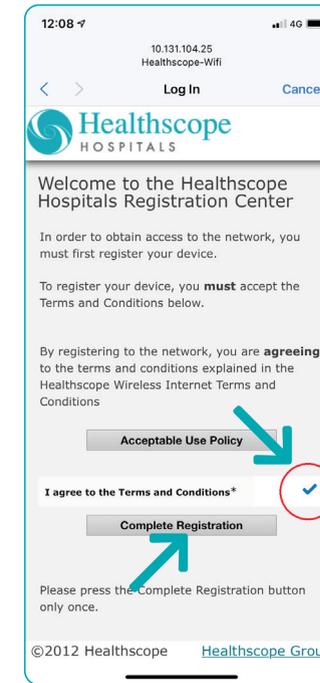
1. Click your Settings icon 
2. Make sure Wi-Fi is on, then
3. Select the hospital Wi-Fi network, ‘Healthscope-Wifi’



4. Once connected, open an internet page. You will be redirected to the Healthscope Network, clicking on the statement

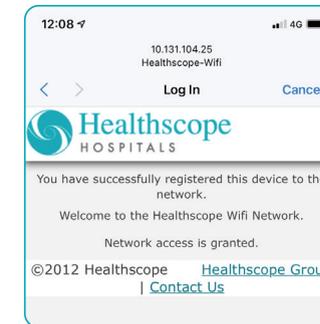


5. The Healthscope Registration page will load, please **select the tick** next to the **I agree to the terms and conditions\***



6. Click **Complete Registration**

7. You will now be connected to the Healthscope Free WiFi.



And you are done. After you connect, the network is “Saved.” When your phone or tablet is near and Wi-Fi is on, your device will automatically connect to our network.

See [Android device](#) instructions over leaf →

## Tips and Tricks

### Is there an added cost?

No. We provide this service to help you stay in touch with your family and friends and to keep you connected during your stay.

### What if I cannot join the Wi-Fi?

We have good coverage of our Wi-Fi in all rooms throughout the hospital. Most times, this issue is resolved by either turning off your Wi-Fi and turning it back on again or rebooting your device.

Sometimes, ‘deleting’ or ‘forgetting’ the Wi-Fi network and re-joining will also fix the problem.

### Can I make video calls?

Sure! If you cannot reach someone this way, please feel free to call them on the phone by your bedside.

### Is there a per-day data limit or device limit on the Wi-Fi?

No, we don’t believe in those.

### Can the Nursing staff help me?

Yes, but they are primarily there to ensure you receive the highest quality medical care. If the network is not working, they can contact the Information Technology Department to report the issue.