


Scott & White courtesy wireless network frequently asked questions, tips and tricks

Q) How do I connect to the new system?

- A) Step 1: Select *sw-courtesy* with your WiFi software and connect.
- Step 2: Open your web browser and go to any normal internet web page.
- Step 3: You will be redirected to an Acceptable Use notification.
- Step 4: After reading the material, please enter your email address and click SUBMIT.
- Step 5: You will automatically be connected to your original web page.

Q) Where is this service available?

- A) The Scott & White courtesy wireless network should be available at most Scott & White facilities where this symbol  is present. However, certain locations are not yet online.

If you are having problems connecting, please try moving to a common area such as a waiting room or lobby. Also, certain locations such as stairwells, elevators or restroom facilities will experience very low signal strength.

Please note: This service may be disabled in critical care areas or locations where cell phones and cameras are forbidden. Again, please move to a common area such as a waiting room or lobby.

Q) Will it work with any device?

- A) Certain devices are known to have difficulties making a connection, but these are rare. Known incompatibilities: Android v. 2.1.

Q) Can I connect to any website I wish to? Is there any filtering?

- A) This is not a secured network. Basic Internet functions (web browsing, surfing the web) are enabled for the majority of Internet sites. As detailed on the Acceptable Use page when you first connect, there is basic filtering in place and very simple protections. However, Scott & White cannot take any responsibility for the consequences of your actions on the web nor are we responsible for any virus, worms or other malware affecting your computer as a result of Internet activity.

Q) I have connected but I am not able to connect to the Acceptable Use page?

- A) Sometimes a computer will use a proxy to connect to the Internet. If your computer is set up with a proxy, it may not be able to connect to any websites. Please disable the proxy in your browser. This should allow your computer to connect to the Acceptable Use page.

Q: What if I still cannot connect to *sw-courtesy*?

- A: It is sometimes helpful to reboot your computer. If you are still unable to connect, you will need to contact your computer manufacturer or a computer repair shop. Scott & White is unable to troubleshoot or configure devices that are not owned by Scott & White.



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