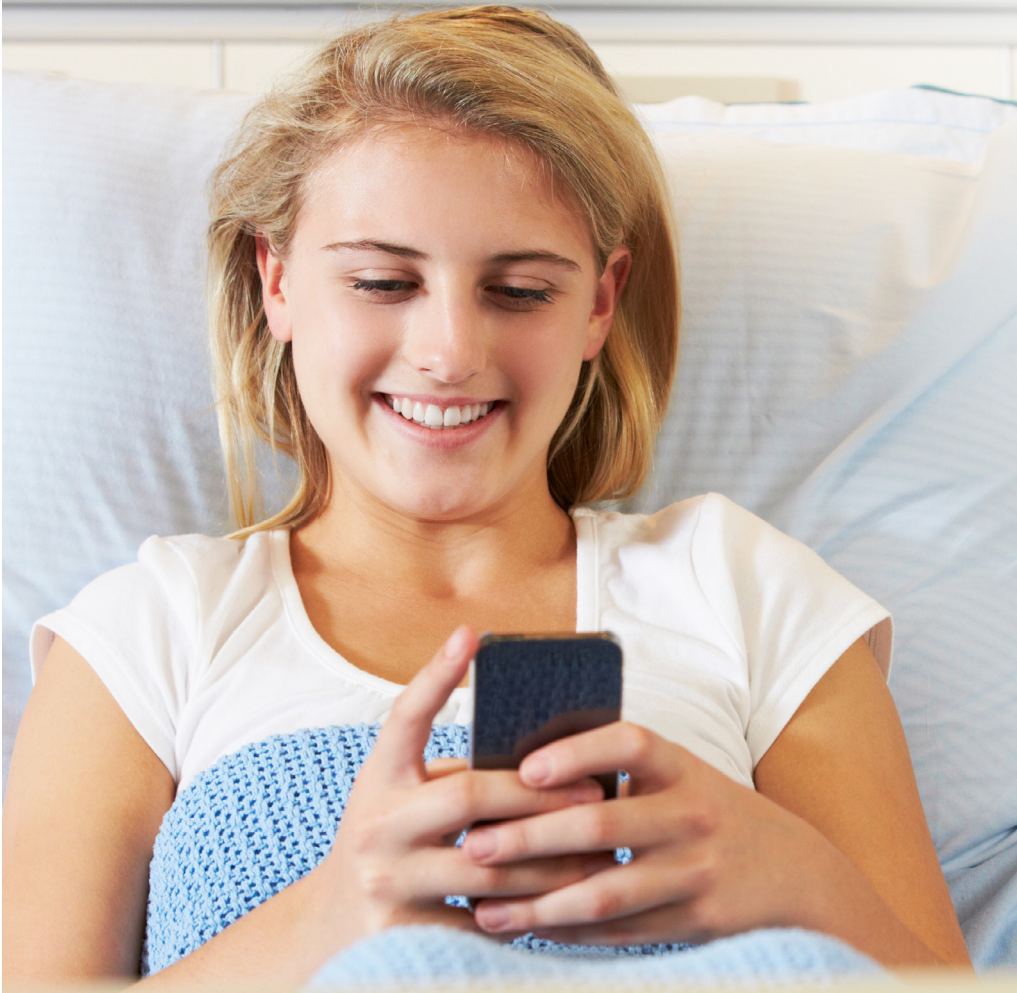


The Memorial Hospital



Keeping you connected

Using our free Wi-Fi network

# The Memorial Hospital free Wi-Fi network

To help you connect with your friends & family while you are with us at The Memorial Hospital, we are pleased to offer you access to the internet via our free Wi-Fi Network.

Just search on your device for “**Memorial Guest**” and join. There is no password, no daily limit, no re-joining every 12 hours; just free high-speed internet\*.

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## 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. The Memorial Hospital is 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. Feel free to use our Wi-Fi to update your software to the latest, secure version however you upgrade at your own risk.

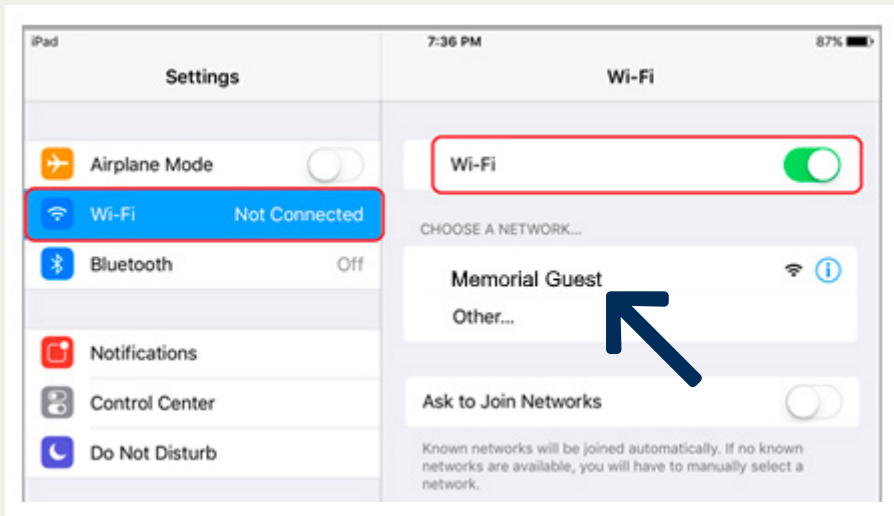
Apple, iPad, iPhone, macOS: Copyright © 2020 Apple Inc. All rights reserved. | Microsoft Windows, Surface: © Microsoft 2020 | Android, YouTube: Trademarks of Google LLC | Samsung, Copyright© 1995-2020 SAMSUNG All Rights Reserved. | Netflix: © Netflix 2020 | Foxtel: © 2020 Foxtel

# 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, '**Memorial Guest**'



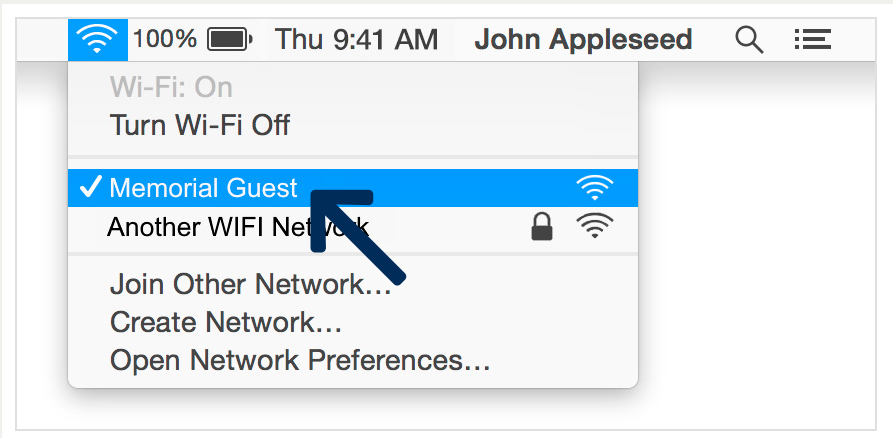
And you are done. After you connect, the network is “Saved.”  
When your phone or tablet is near and Wi-Fi is on, your device will automatically connect to our network.

# MacOS devices

1. Click on the Wi-Fi icon in your Menu Bar at the top of your screen



2. Select the hospital Wi-Fi network, '**Memorial Guest**'



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.

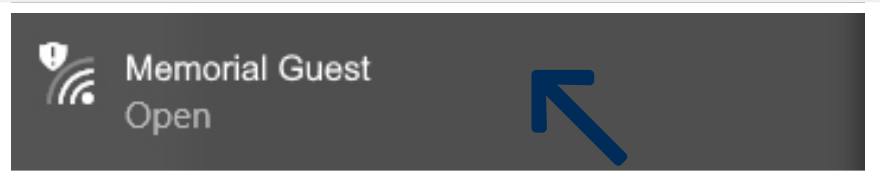
# Windows devices, such as Microsoft Surface and laptops running Windows 7 or Windows 10

While our examples are of a Windows 10 laptop, a Windows 7 laptop follows the same steps – only the icons look a little different.

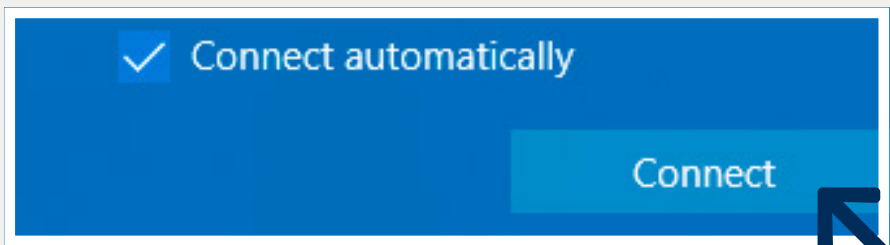
1. Click the Wi-Fi icon in your task bar (located bottom right corner of your screen)



2. Select the hospital Wi-Fi network, '**Memorial Guest**'



3. Ensure you tick 'connect automatically' then 'connect'

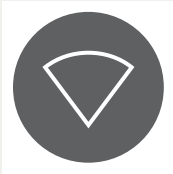


And you are done. After you connect, the network is "Saved."  
When your phone or tablet is near and Wi-Fi is on, your device will automatically connect to our network.

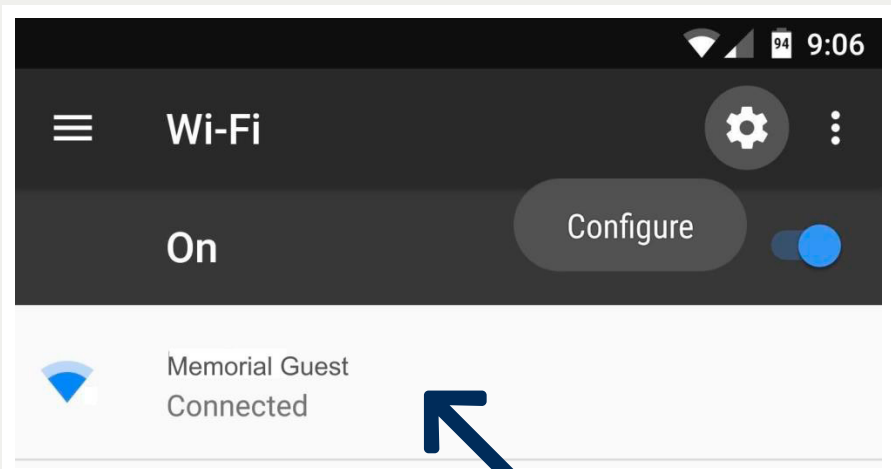
# Android devices, such as Samsung phones or tablets

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, '**Memorial Guest**'



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.

# 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 use the Wi-Fi to watch Netflix? YouTube? FoxtelGo?**

Yes! Please do, but don't spoil the ending to anything we have not yet binged. You will need your own account to do this, as we do not have any 'hospital accounts' as such.

## **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. You can make mobile or local calls at no charge. If you need to call interstate or internationally, dial 9 to ask our Switchboard staff to connect you.

## **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.

The Memorial Hospital



Sir Edwin Smith Avenue,  
North Adelaide SA 5006

Phone: 08 8366 3800

Fax: 08 8239 0571

**[thememorialhospital.org.au](http://thememorialhospital.org.au)**



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