Internet Access for Patients and Visitors

A quick guide on how to access the Guest wireless at University Health Network
Network Name: “UHN-Guest-WiFi”

No password needed.

After choosing to join the UHN-Guest-WiFi network, you must then open your web browser and accept the Terms of Use before clicking on “Connect to UHN's Free WiFi” button, which will grant Internet access.
Tips

□ Internet proxy must be DISABLED. Please refer to your web browser’s manual on how to disable the Internet proxy.

□ UHN Staff cannot provide any technical help. It is the user’s responsibility to make sure that their equipment is working and properly configured.

□ It is the responsibility of each user to protect their device against any potential abuse such as viruses, malware and breach of privacy. UHN is not responsible for any direct or indirect damages arising from the use of its connection to Internet services.

□ To prevent theft, never leave your device unattended.

Guest WiFi Availability

Guest WiFi is generally available 24/7. UHN will only be providing best effort support for this network which may lead to unplanned outages.

Guest WiFi is available at most locations at Toronto General Hospital, Toronto Western Hospital, Toronto Rehab, and The Princess Margaret Cancer Centre.

Please send any comments to UHN-wireless-guest@uhn.ca
Having trouble accessing email?

- Certain mail configurations (such as Apple mail or Windows Outlook configured for Rogers email) cannot be accessed via Guest Wireless because of network security measures.

- If your mail client cannot connect, use the web version of your mail provider. Please contact your provider directly if you need assistance.

Having trouble accessing certain websites?

UHN has in place a number of automated filters to protect our network and users. As a result, Guest Wireless users may have trouble accessing some websites.

If you come across a blocked website when clicking on a link from another website, email or search result, you can also try to reach it by typing the website address directly into the address bar.

If neither method works, the site will not be accessible from our network.

Visit www.uhnpatienteeducation.ca for more health information.

Contact us to provide feedback or request this brochure in a different format, such as large print or electronic formats: pfep@uhn.ca