

Q: I am a health center employee and I cannot access certain health center resources from this network. Why is that?

A: Even though you are on UMHS premises, the patient visitor network is separate from the UMHS faculty and staff network. You do not have access to UMHS internal resources when you use this network.

Need Hardware Help?

Contact your computer manufacturer or either of the following computer service companies:

- Ann Arbor Computer Systems
(734) 971-6900
or visit their website at
www.a2computers.com
- Computer Medic
(734) 662-1228
or visit their website at
www.cmedic.com

Please be aware there is usually a cost associated with these help services, which you should confirm before you request repairs or assistance.

Other Important Facts

- At this time, we cannot provide laptops or network cards.
- UMHS does not assist in configuring your laptop. We also do not provide any troubleshooting support.
- This network is being used to provide wireless Internet access to the patients and families visiting the U-M Health System. This is not the UMHS clinical network.
- The University of Michigan Health System is not responsible for laptops or any other personal computer hardware and software items that are lost, damaged or stolen.



Wireless Internet Connection for University of Michigan Health System Patients and Families

At the request of our patients and families, we provide, at no-cost, wireless access to the Internet. To use this service, visitors must bring in their own WiFi enabled device with a browser, such as a laptop computer

This brochure will provide you with directions and tips to access and use this wireless network. We hope that you will find this information helpful.

Getting Connected

A guest connects to the wireless network, also known as the "**guest**" WLAN by having a wireless network card. Your device must have a wireless network card to access the system.

1. Click on the start menu and select your internet browser
(Example: "Internet Explorer")
2. Go to any website
(Example: www.google.com)
3. You will be redirected to a simple page detailing the network policies that asks for your last name and an email address. Choose the "Accept" button on that page.
4. Another page will open stating the authentication is successful, with a "Continue" button.
5. Select "Continue" and you will be redirected to the UM public website www.med.umich.edu

You are now using the Visitor Access Wireless Computer Network provided by the University of Michigan Health System.

Frequently Asked Questions

Q: What is the wireless network?

A: The UMHS wireless network is a free wireless Internet service offered by the University of Michigan Health System for patients, families and visitors.

Q: What do I need to access this wireless network?

A: All you need to access this wireless network is a WiFi enabled device with a browser, such as a laptop computer.

Q: Where is this service available?

A: The service is available throughout all areas of the Health System including University Hospital, the Cardiovascular Center, Taubman, Maternal Child Health Center, Emergency Department, Hospital Cafeteria and all public areas within the UM medical center.

Q: What is the Sign-On ID (SSID) for the UM wireless network?

A: The SSID for the wireless network is **guest**.

Q: Do I need an account to access this wireless network?

A: No, you do not need an account to access this wireless network.

Q: Is this wireless network supported by the UMHS IT Department?

A: Support is limited to verification that the wireless network is operational. UMHS will provide no support for end-user devices.

Q: Are there any access restrictions?

A: Our wireless network restricts access to certain inappropriate websites using industry standard web filtering software.

Q: Is my connection secure?

A: No. This wireless network is not secure. Please use VPN to access your company resources and please do not send your passwords in clear-text format.