

Stay Connected!

Redwood City Medical Center



Wi-Fi Technical Assistance and FAQ

How do I connect to the network on my Windows computer?

Using your Windows Network Connection tool, go to: **Start** → **Control Panel** → **Network Connections**.

In the **Network Connections** folder, right-click on the **Wireless Network Connection** icon and select **View Available Networks**.

Select **KaiserGuest** and click **Connect**.

If you are using a third-party connection software (such as Intel or IBM connection software), follow the manufacturers' instructions for connecting to a wireless network.

Once you are connected, open a Web browser and a log-on screen opens. Follow the instructions and once log-on is complete, you will be connected to the Internet.

How do I connect to the network on my Mac computer?

Click the Airport icon on the toolbar at the top of the screen and select **KaiserGuest**.

If you do not see the Airport icon, go to the Apple menu (top left) and select **System Preferences**. Click **Network**. Make sure the Airport icon on the left side of the Network preference menu is enabled.

Once connected, open a Web browser and a log-on screen opens. Follow the instructions and once log-on is complete, you will be connected to the Internet.

Am I restricted from doing anything?

By using our Wi-Fi service, you agree to comply with our Terms of Use. You can view the Terms of Use when you open the log-on screen, and you must agree to those terms by checking the **I agree** box.

Because our Internet service is available in waiting rooms and other public areas where children and others may see your work, we do filter certain offensive content.

How can I use my VPN?

Kaiser Permanente recommends using Virtual Private Network (VPN) software to secure your personal data. Kaiser Permanente does not provide this type of software, so you should contact your company's IT department or the company that sold your computer to learn more.

If you have a VPN, make sure you log on completely into our system *before launching your VPN software*. You will not be able to use your VPN until you have first connected to the Internet.

I cannot seem to connect. How can I get technical support?

Kaiser Permanente nurses and staff do not provide technical support, so please do not disturb them. If you need help, call our technical support line at **1-866-384-0674**.

Mention you are calling from the **Kaiser Permanente Redwood City Medical Center** so our support team can provide the best service possible.

Technical Support: 1-866-384-0674