Stay Connected
South Bay Medical Center

To enjoy our complimentary wireless Internet access in the South Hospital, Vermont Pavilion or Outpatient Oncology area, connect your Wi-Fi enabled computer or mobile device to the “KaiserGuest” network.

Once you have accepted our Terms of Use, you can use web-based email, surf the web and stay connected with your work, family and friends.

For information and help with connecting, refer to the back of this flier or call 1-866-384-0674.
How do I connect to the network on my Windows computer?

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

In the Network Connections folder, right-click on the wireless 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 will open. 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 cannot provide technical support. If you need help, call our technical support line at 1-866-384-0674. They can answer any questions you may have.

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