



**Audience: All Providers**

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**Application(s): iOS, Android**

## Guest Network for Providers

### BRIEF OVERVIEW

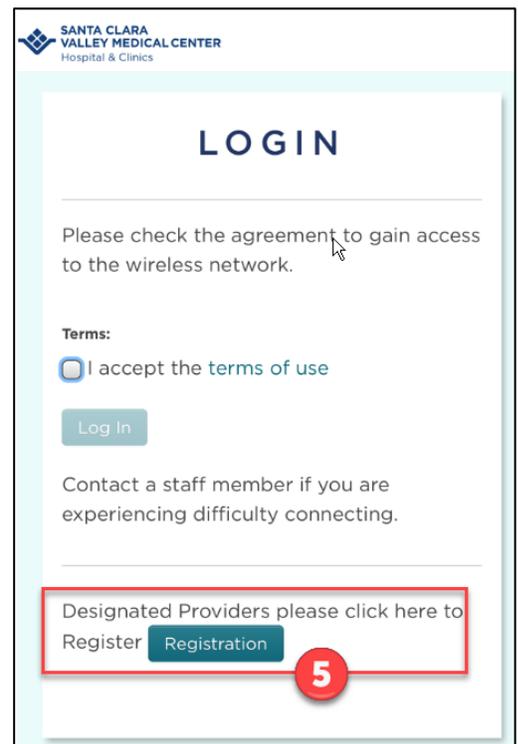
This guide will walk you through how to utilize the new subset of the Guest Network that is available for providers needing a reliable network connection to do clinical work on personal devices. Prior to this change, the Guest network required acknowledgement of the Terms of Use every 24 hours, by county policy. This can be a burden for providers who work here for weeks or months at a time.

With this change, providers who are authenticated as being a **medical student, resident, fellow, attending or advanced practice provider**, will be able to access the Guest network for 1 year without requiring acknowledgement of the Terms of Use.

### WHAT YOU NEED TO DO

These are general instructions on how to join the Guest Network. For Android devices, menu options may vary slightly.

1. Connect to the guest network by going to your "Settings" Application. On both iOS and Android, it is usually denoted by a Gear  icon.
2. Find your Wi-Fi settings, usually denoted by this symbol. 
3. You may have to wait a few seconds while your OS finds all available wireless networks. When the list comes up, look for **hhs\_guest** and click on it.
4. The login splash screen should then appear. If you have connected to the HHS Guest network in the last 24 hours, you may already be connected. Go ahead and wait until your 24 hour session ends and then you should see the splash screen again.
5. Click on the button that says "Registration"





6. On the next screen fill in your name and an email address where you want the enrollment verification to be sent. It's important to not use nicknames when entering your name. Please enter the name that is in our system, typically the name/spelling that you would use when logging into Windows. Make sure to click on the "I Accept the terms of use" checkbox.
7. Click on "Register" and you should now see a screen that states you have been provisioned temporary access until the Helpdesk verifies that you are a provider in our system.
8. Make sure to click "Log In" to complete the process.
9. If you are verified as being one of the provider types listed above, you will receive an email saying you've been provisioned access to Guest Network for 1 year.  
*This can take 1-2 weeks to receive. The email will include a unique password. The next time you access the network, enter your email address and this password and then click Login. You will now have access for 1 year.*
10. If you are having connectivity issues with the Guest network, please check the **settings** on this network and ensure that you have Auto-Join and Auto-Login set to on, especially for iOS.
11. If you are having issues with Android continually requesting acceptance of terms of use despite following these directions, check and see if "Use randomized MAC" is turned on and consider disabling it specifically for the HHS\_GUEST network. If you are ok with doing this, Go to settings → wi-fi, click on the Gear icon next to HHS\_GUEST. Click on the Pencil icon . Under Advanced options set Privacy to "Use device MAC." You may need to consult with your device manufacturer on how to do this.

\* Your Name:

Please enter your full name. **6**

\* Email Address:

Please enter your email address.  
This will become your username to log into the network.

\* Confirm:

I accept the terms of use

Register **7**

\* required field

The details for your guest account are shown below.

Guest's Name:

Account Username:

Guest Password:

Activation Time:  
Monday, 06 April 2020, 12:23 PM

Account Status:  
Enabled

Log In **8**

[Learn more about recommended settings for Wi-Fi...](#)

Forget This Network

Auto-Join **10**

Auto-Login

Privacy

Use device MAC **11**

If you run into any problems with this process, please contact [hhsisservicedesk@hhs.sccgov.org](mailto:hhsisservicedesk@hhs.sccgov.org) or call the SCVMC Help Desk at 408-885-5300.