Accessing Cleveland Clinic Public Network
From Your Wireless Device

What is the Cleveland Clinic Public Wireless Network?

The Cleveland Clinic (CC) provides Internet access points at no charge in selected areas for guests with portable computers or devices capable of receiving wireless signals. You will be able to access the Internet from your wireless device when sitting within range of an access point.   Cleveland Clinic guests are expected to use the wireless access in a legal and responsible manner.   **By using this wireless access network at the Cleveland Clinic, the user acknowledges that he ⁄she is subject to, and agrees to abide by all laws, and all rules and regulations of the State of Ohio, and the federal government that is applicable to Internet use**.

Terms and Conditions of Use

- Guests will need a notebook/laptop computer or other device equipped with a wireless card that supports the Wi-Fi standard.
- The Cleveland Clinic assumes no responsibility for the safety of equipment. Individuals must keep their equipment with them at all times and may only use electrical outlets in public areas.
- Print capability is not available via the wireless connection.

Connecting to the Cleveland Clinic Public Wireless Network

Wireless access is available in most public areas of the Cleveland Clinic. Typically the wireless connection,
CC-Public, will automatically be detected by your device.   If this does not occur, you can attempt to manually connect thru the device's WiFi settings.

Connecting to the Internet

1. Start your web browser (i.e., Internet Explorer, Safari, etc.).
2. A Security Alert message may display.
3. The Cleveland Clinic Wireless Guest Access screen will display.
4. Click on **Enter Guest Network** to continue.
   The Acceptable Use Policy screen will display.
5. Read the policy and click **Accept** to continue.
6. You can now browse the Web.

Note: If you need to reconnect to the Internet and more than 60 minutes has elapsed, you will be prompted to repeat these steps in order to gain access to the Internet.

Troubleshooting Quick List

- If your device has a wireless button/switch, verify the button/switch is on.
- Verify the WiFi/wireless settings on your device are turned on.
- The device may be out of wireless range. Try relocating the device to another location.

Where Can I Access the Wireless Network?

Wireless access is available in most public areas on the Cleveland Clinic campus except the Lerner Research Center. Guests may occasionally encounter "dead spots" where wireless reception may be limited. If you have trouble accessing the Internet or staying online, please move to a different location within the Campus.

Who Can I Contact If I Need Assistance?

If you have a problem accessing the Internet over these connections, Cleveland Clinic staff will not assist in making changes to the network settings or perform any troubleshooting on your computer. Refer to your owner's manual or other support services offered by the device manufacturer.

Security Considerations

Wireless access is by nature an insecure medium. As with most public wireless networks, any information being sent or received over the Cleveland Clinic Guest wireless network could potentially be intercepted by another wireless user. Cautious and informed wireless users should not transmit their credit card information, passwords and any other sensitive personal information while using a wireless "hot spot".

Anyone using the Cleveland Clinic Guest wireless network is forewarned that there can be no expectation of privacy when using the wireless network. Users assume all associated risks and agree to hold harmless the Cleveland Clinic and its employees for any personal information (e.g. credit card) that is compromised, or for any damage caused to users' hardware or software due to electric surges, security issues or consequences caused by viruses or hacking. All wireless access users should have up-to-date virus protection on their personal laptop computers or wireless devices, as well as staying up-to-date with applicable OS security patches.

Disclaimer

The Cleveland Clinic is providing wireless connectivity in this facility as a public service and offers no guarantees that any use of the wireless connection is in any way secure, or that any privacy can be protected when using this wireless connection. Use of this wireless connection is entirely at the risk of the user, and Cleveland Clinic is not responsible for any loss of any information that may arise from the use of the wireless connection, or for any loss, injury, or damages resulting from the use of the wireless connection.