

Locations

During our pilot period, we ask for your feedback. Please e-mail [servicerequest@jhu.edu](mailto:servicerequest@jhu.edu)

We want to make sure that we are able to provide the best guestnet service. Should you encounter problems, call the Support Center at (410) 955-HELP

Our Support Center will provide limited support; however, please keep in mind that the support is for the network access and not for support of equipment such as laptops and PDAs.

We appreciate your willingness to be part of this process and hope that it enhances your stay at The Johns Hopkins Hospital.

The Johns Hopkins Hospital

The Johns Hopkins Medical Institutions is a collective name for The Johns Hopkins Hospital and Health System, and the health divisions of Johns Hopkins University; Howard County General Hospital, the Kennedy Krieger Institute, the School of Medicine, the School of Nursing, and the Bloomberg School of Public Health.



# JOHNS HOPKINS



# JHGUESTNET



JHGuestnet is a pilot service that allows you to access the wireless network during your visit with us at Johns Hopkins. As a valued guest of Johns Hopkins, we are excited to be able to provide this access as a service to you.

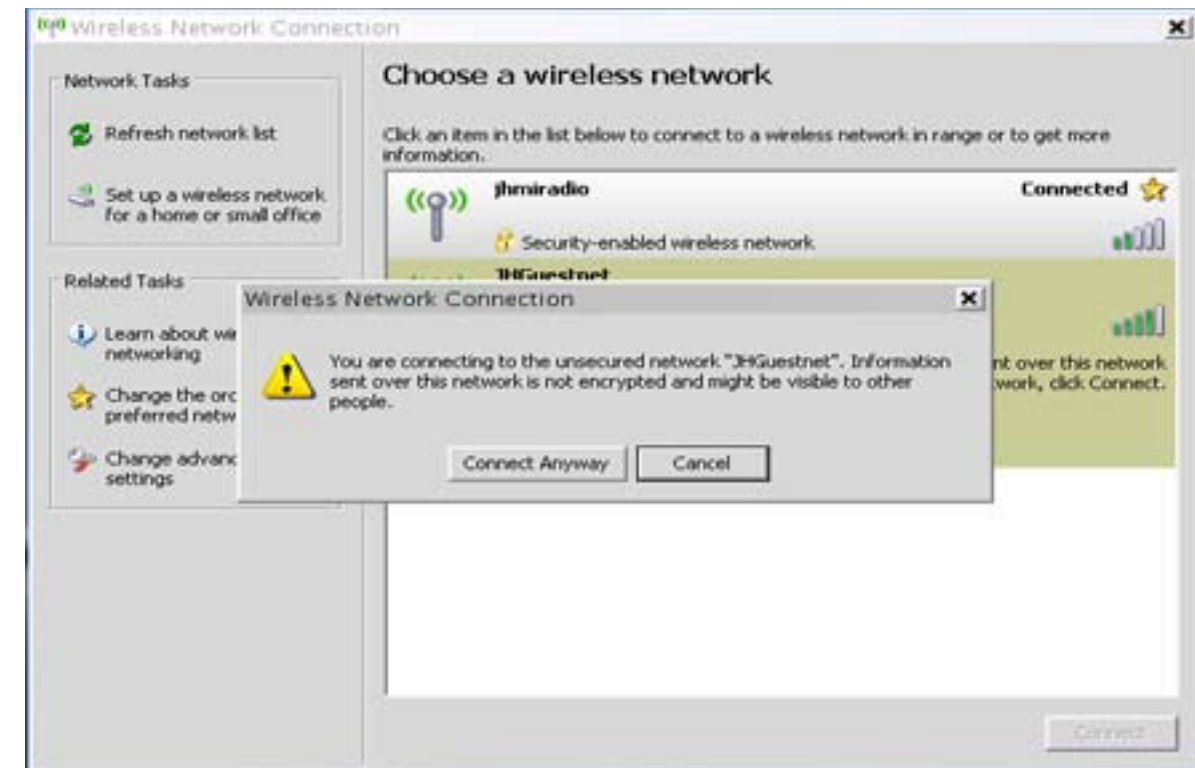
## Basic Equipment

A laptop running Windows or Macintosh operating system with a wireless interface card is required to access JHGuestnet. Your computer should be running a commercial anti-virus product to assist with improving the protection of computers on the infrastructure.

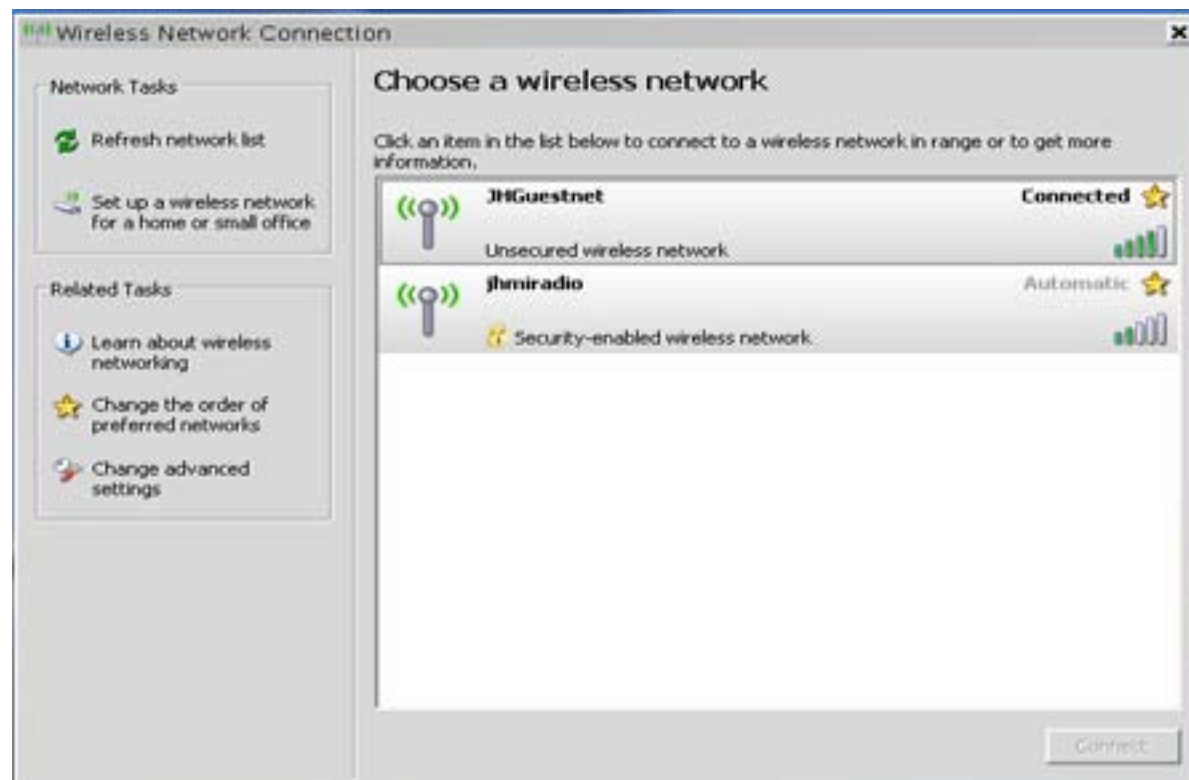
## CONNECTING

Open your wireless network configuration page and select JHGuestnet. Although you may be able to see other networks, you may not be able to access them.

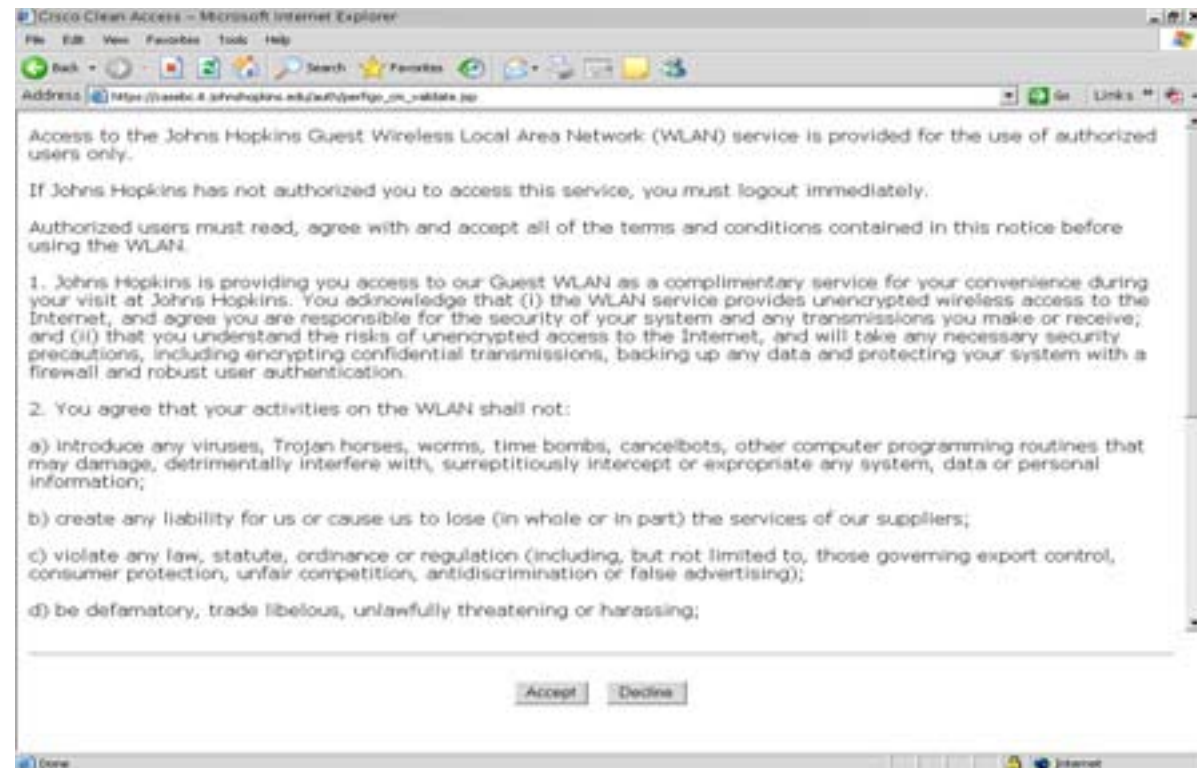
You may receive notification that information sent over the network is not encrypted. You will need to select "Connect Anyway" in order to proceed.



Once connected, you will receive a network address. Open the browser to see the following page:



When complete, accept the terms and conditions.



The Johns Hopkins Medical Institutions web page will now be displayed.



NOTE: JHGuestnet can be accessed from various locations in the Johns Hopkins Hospital. It is not available in all Hospital locations. Some web sites may be blocked resulting in the following screen. If you feel a site was blocked in error, contact the Johns Hopkins Support Center at 410-955-HELP.

However, access to corporate and personal e-mail should function normally.

