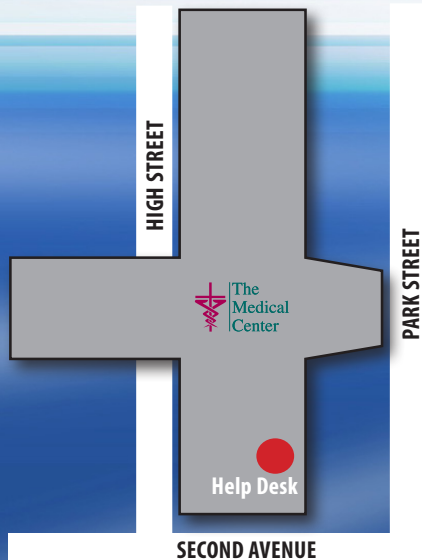


***Having trouble
with your
internet connection?***

To check out a laptop, or for help accessing the wireless internet, contact the Information Technology Help Desk, Monday through Friday 6:30 a.m. to 8:00 p.m., and Saturday or Sunday 7:00 a.m. to 3:00 p.m. at extension 4444 or 796-4444.



**The
Medical
Center**

250 Park Street • Bowling Green, KY 42101
(270) 745-1000
www.TheMedicalCenter.org

***Wireless Internet at
THE MEDICAL CENTER***



Frequently asked questions >>>>>>>>>>

The Medical Center at Bowling Green now offers free wireless internet access to our patients and guests. You may access the internet using your own laptop or notebook, or you may check out a laptop to use.

➤ **High speed wireless connection**

➤ **Laptops available***

➤ **No fee**

*Some restrictions may apply. A credit card hold is required to use laptops provided by The Medical Center. Damage or theft to laptops will be addressed accordingly.

■ **How can I access the wireless internet?**

Wireless capability is available throughout the entire hospital, including all waiting rooms, patient rooms and the Dining Room. You may use your own laptop with wireless capability to access the internet, or you may check out a laptop from the Information Technology Help Desk.

■ **Is there a fee to connect to the wireless internet?**

No—The Medical Center provides this service to you free of charge.

■ **How can I check out a laptop?**

Laptops are available from the Information Technology Help Desk by calling extension 4444 from the hospital courtesy phones or by calling 796-4444 from your personal phone, Monday through Friday 6:30 a.m. to 8:00 p.m., Saturday and Sunday 7:00 a.m. to 3:00 p.m., and holidays 8:00 a.m. to 2:00 p.m. Their office is located on the first floor of The Medical Center. Laptops are available to adults 18 years or older. A credit card is needed to check out a laptop. A hold will be put on the credit card until the laptop is returned. This is a security measure only; no fee will be charged to the card upon return of the laptop. Call the Help Desk at extension 4444 or 796-4444 for more information.

■ **How do I connect to the internet with a laptop from The Medical Center?**

Open your web browser, carefully read the disclaimer page, then click “I agree” to accept the terms and conditions. Once you accept the terms, you are able to access the internet.

■ **How secure is the network?**

The information accessed over the internet using The Medical Center’s free internet service has all the risks associated with general internet access. Some potentially harmful sites, such as sites containing pornography, have been filtered and are not accessible.

All necessary security controls and checks have been put in place to isolate and protect the confidential patient data Commonwealth Health Corporation/The Medical Center stores and transmits. For the security and integrity of patient data, Commonwealth Health Corporation/The Medical Center’s corporate network is segregated from the free, public network.

■ **I am having trouble accessing the internet. What should I do?**

Please take the following steps before calling the Help Desk at extension 4444 or 796-4444:

1. Set your service set identifier (SSID) to **MCBG public**. Reference your operating system’s wireless card set-up instructions for details.
2. Check that WEP Encryption is off or disabled.
3. The connection should be configured for infrastructure mode. Ad-hoc mode will not work.
4. If you make any changes to the set up (any item one through three), please restart your computer and web browser.