Connecting to UPMC Pinnacle Hanover’s Guest Wireless Network

The UPMC Pinnacle Hanover Wireless Network is a free service and can be accessed by all devices that have wireless access functionality. Access is available throughout the hospital, including patient rooms, the main lobby and Nadine’s (cafeteria).

Q: Do I have to agree to the Terms and Conditions before I can use guest access?
A: Yes

Q: Are a username and password required to access this network.
A: No

Q: Are costs involved with connecting to this wireless network?
A: No

Q: Is there a limit on how long I can use the UPMC Pinnacle Hanover Patient Wireless Network?
A: No

Q: Is it safe to use wireless in patient rooms?
A: Yes. Users need not worry about the wireless connection affecting hospital equipment, because the low power emissions have been proven to not interfere with sensitive medical equipment.

Q: Does UPMC Pinnacle Hanover provide virus, worm or security protection for my device while I am using the HH-Patient Network?
A: No. It is recommended that you have this protection before using any Internet services.

1. On your device, find the list of available wireless networks.
2. Select the network “HH-Guest” and connect.
3. Most devices will automatically prompt you to log on to this wireless network. If not, please refer to the troubleshooting tip to the right.
4. You will be presented with the screen shown below. Click “Please click here to connect to the network.”

Troubleshooting Tip
If your device does not prompt you:
1. Open a browser window
2. Type in a URL for Facebook, CNN, ESPN or other website
3. Press Enter to force the prompt
5. Patients and visitors will need to select the “Register” button, on the right-hand side of the screen.

![UPMC Pinnacle Hanover's Wireless Network Registration Screen]

6. Please check the box to agree with UPMC Pinnacle Hanover’s Acceptable Use Policy, and click “Complete Registration.”

![UPMC Pinnacle Hanover’s Acceptable Use Policy Screen]

**Disclaimer**
Enjoy your time on our wireless network. As with any public wireless network, we strongly recommend guests take measures to secure their devices and internet communications, including using personal firewalls and virus protections to mitigate risk to personal data. It is the user’s responsibility to take precautions and provide security measures suited to their situation and intended use of the service.

Our wireless network should not be used for inappropriate or unlawful purposes.

- UPMC Pinnacle Hanover is not responsible for any personal information that is compromised.
- UPMC Pinnacle Hanover is not responsible for any damage caused to your hardware or software while at any UPMC Pinnacle Hanover facility.
- UPMC Pinnacle Hanover cannot guarantee that your hardware will work with the hospital’s Guest Wireless Network.

Please Note: Because this is a free service, UPMC Pinnacle Hanover does not provide technical support for your device or assistance in connectivity. Guests and visitors should understand how to configure their computer or device and know what hardware or software is necessary to connect to the wireless network.