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Document Title: Guest WiFi – user guide	Version Number: 3.1
	Status: Ratified
Scope: This covers the initial process needed to authenticate a connect a device to the trusts Public WiFi	Classification: Organisational
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Replaces: Version 3, Wi-Fi user guide – Guests, Corp/SOP/041	Head of Department: Andy Wicks, Head of IT.
Validated By: Risk Management Forum	Date: 02/05/2017
Ratified By: Procedural Document and Information Leaflet Group	Date: 21/06/2017
Review dates may alter if any significant changes are made	Review Date: 01/07/2020
Which Principles of the NHS Constitution Apply? Please list from principles 1-7 which apply 1,3,4,5,6	Which Staff Pledges of the NHS Constitution Apply? Please list from staff pledges 1-7 which apply 1,4
Does this document meet the requirements of the Equality Act 2010 in relation to Race, Religion and Belief, Age, Disability, Gender, Sexual Orientation, Gender Identity, Pregnancy & Maternity, Marriage and Civil Partnership, Carers, Human Rights and Social Economic Deprivation discrimination? Yes	
Document for Public Display: Yes	
No References to Check.....Joanne Shawcross.....Date.....29.6.16.....	
To be completed by Library and Knowledge Services Staff	

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BEHAVIOURAL STANDARDS FRAMEWORK

To help create a great place to work and a great place to be cared for, it is essential that our Trust policies, procedures and processes support our values and behaviours. This document, when used effectively, can help promote a workplace culture that values the contribution of everyone, shows support for staff as well as patients, recognises and celebrates the diversity of our staff, shows respect for everyone and ensures all our actions contribute to safe care and a safe working environment - all of which are principles of our Behavioural Standards Framework.

Behavioural Standards Framework – Expectations ‘at a glance’

Introduce yourself with #hello my name is... 	Value the contribution of everyone	Share learning with others
Be friendly and welcoming	Team working across all areas	Recognise diversity and celebrate this
Respect shown to everyone	Seek out and act on feedback	Ensure all our actions contribute to safe care and a safe working environment
Put patients at the centre of all we do	Be open and honest	For those who supervise / manage teams: ensure consistency and fairness in your approach
Show support to both staff and patients	Communicate effectively: listen to others and seek clarity when needed	Be proud of the role you do and how this contributes to patient care

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1. SUMMARY

To provide free Wireless Internet Access for patients, and visitors and contract staff at Furness General Hospital, the Royal Lancaster Infirmary and Westmorland General Hospital

2. PURPOSE

The purpose of this document is to provide guidance on how to connect a device (laptop, smart phone, tablet computer, etc.) to the Trust's Public Internet Service.

3. SCOPE

The scope of this document covers the initial process needed to authenticate a connected a device to the trusts Public WiFi.

Due to the vast array of laptops and mobile devices it is not possible to show an example for every type of device and operating system. The examples shown in this document use the popular Windows operating system; however, user may need to seek advice from their device manufacturer for device specific instructions.

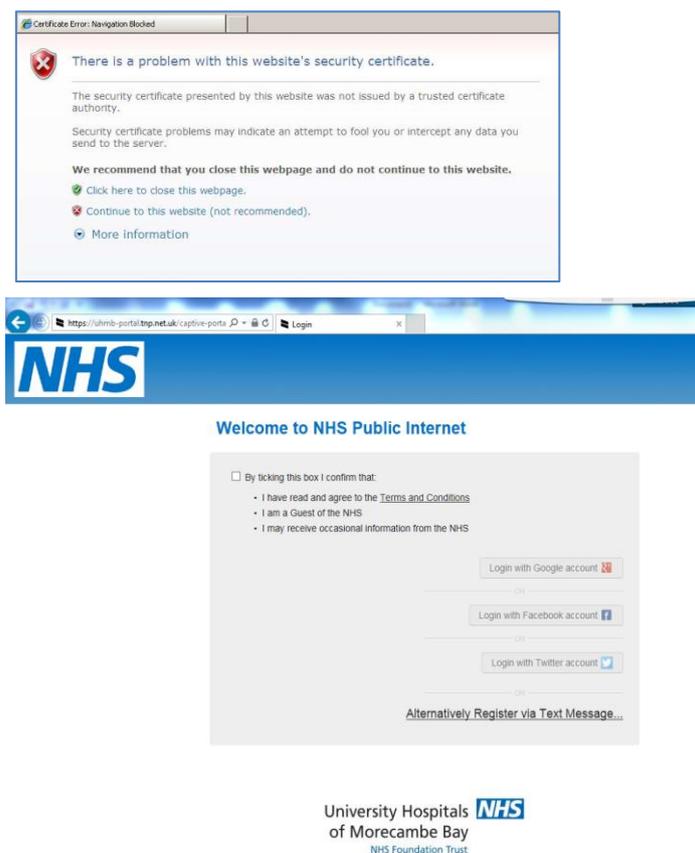
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4. STANDARD OPERATING PROCEDURE

The steps below detail how a user connects to the Public_WiFi Wireless network to gain access to the internet. The steps below use a Windows PC and Internet Explorer as the example, however, the steps will be similar for other devices.

From your laptop or mobile device, locate a wireless network called “Public_WiFi” and connect to it.

Once connected, open a Web Browser and attempt to access a website (e.g., www.google.co.uk). The browser will get redirected to the UHMB Authentication page where they must log-in to access the internet. Depending on the users security settings they may need to acknowledge warning messages like the one below. Clicking “continue to this website” will display the guest access portal.

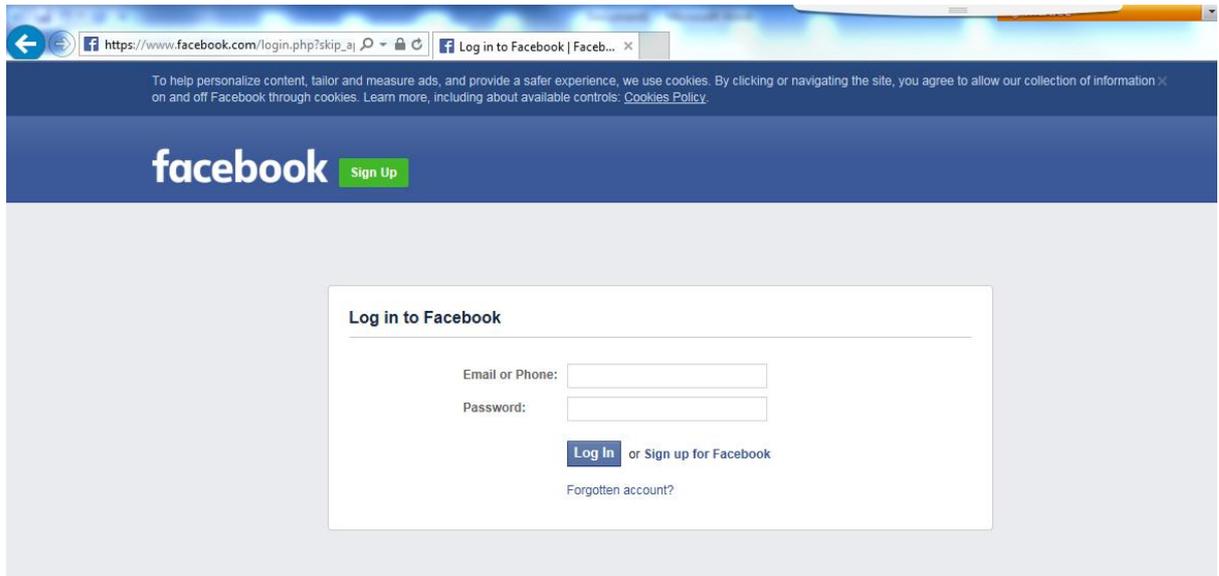


You may read the terms and conditions, and if you are happy to continue, tick the box.

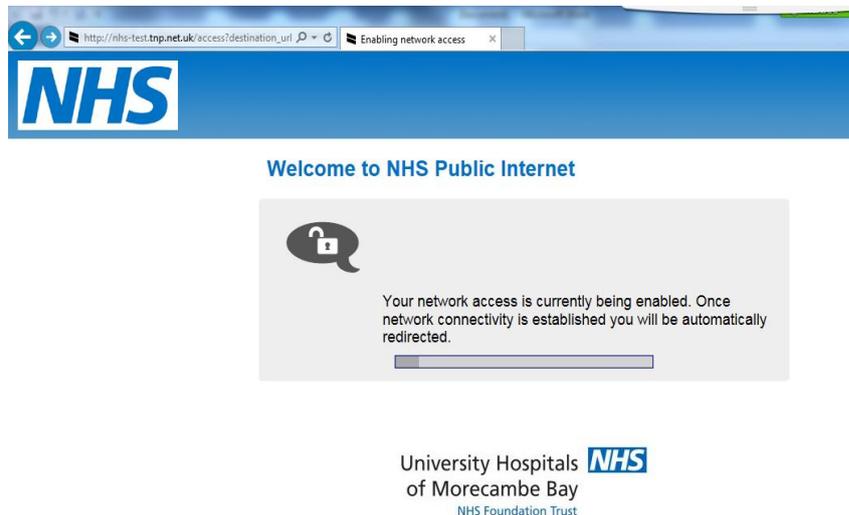
1. Register using one of the methods listed (Google, Facebook, Twitter, or SMS message). We encourage users to register using one of the social media methods where possible as this does not require a mobile phone signal (to receive the SMS Text). If you already have a Facebook, Google or Twitter account we would encourage you to use one of these methods to authenticate.

The example below shows the screen for authentication using Facebook credentials, however, the Google and Twitter authentication screens looks very similar.

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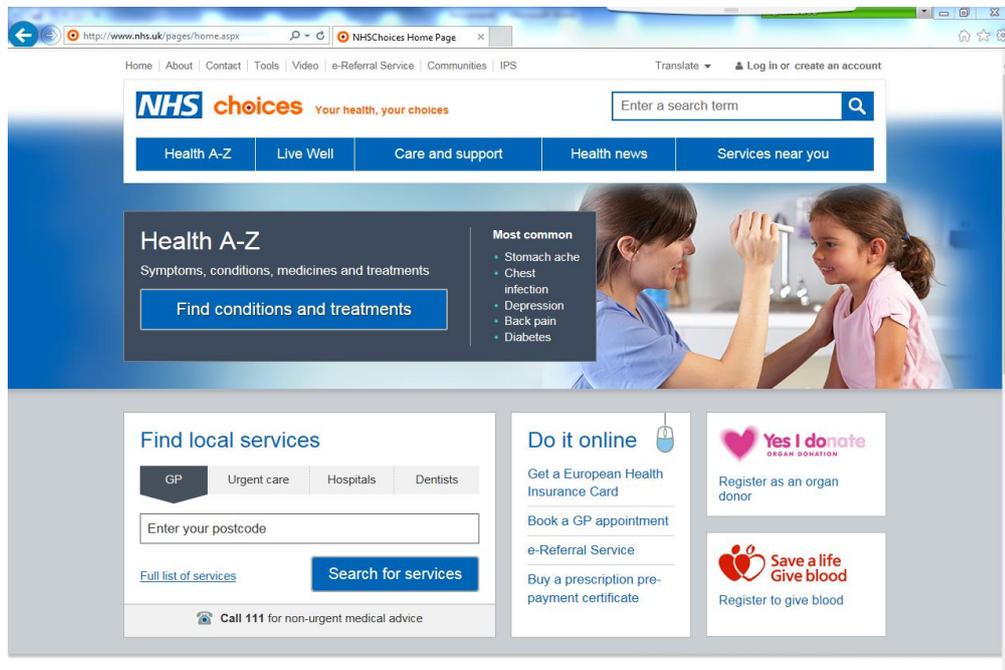


2. Enter the email address and password you use for Facebook (or Google/Twitter) then click 'Log In'. A Welcome screen will be shown to advise that access is being enabled.



3. It may take up to 30 seconds to enable access; however, once internet access is available you will be redirected to the NHS Choices Website.

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4. You are now connected to the internet and can access websites as necessary. Your device will remain authenticated for a period of 7 days, after which you will be required to authenticate again.

Points To Note

- The Public_WiFi access is continuously monitored and will actively prevent access to inappropriate content.
- The system authenticates a device. Once authenticated a device will remain connected for 7 days with no further authentication steps required. After the 7 days expires the user will need to follow the authentication steps again.
- The system uses a “fair usage” policy to ensure all users are provided with a fair proportion of the download speed available. This means that TV Catch-up and communication services (e.g., BBC iPlayer, SkyGo, FaceTime, Skype, etc.) may be unreliable, particularly during peak periods.
- The Public_WiFi service is offered as a complimentary service; however, UHMB staff cannot offer technical support to patients and visitors.

5. ATTACHMENTS	
Number	Title
1	Equality & Diversity Impact Assessment Tool

6. OTHER RELEVANT / ASSOCIATED DOCUMENTS	
Unique Identifier	Title and web links from the document library

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7. SUPPORTING REFERENCES / EVIDENCE BASED DOCUMENTS	
References in full	
Number	References
1	
2	
3	

8. DEFINITIONS / GLOSSARY OF TERMS	
Abbreviation or Term	Definition

9. CONSULTATION WITH STAFF AND PATIENTS		
Enter the names and job titles of staff and stakeholders that have contributed to the document		
Name	Job Title	Date Consulted

10. DISTRIBUTION PLAN	
Dissemination lead:	Lee Coward
Previous document already being used?	Yes
If yes, in what format and where?	
Proposed action to retrieve out-of-date copies of the document:	
To be disseminated to:	
Document Library	
Proposed actions to communicate the document contents to staff:	Include in the UHMB Friday Corporate Communications Roundup – New documents uploaded to the Document Library Make available on internet site.

11. TRAINING		
Is training required to be given due to the introduction of this policy? *Yes / No * Please delete as required		
Action by	Action required	Implementation Date

12. AMENDMENT HISTORY				
Version No.	Date of Issue	Page/Selection Changed	Description of Change	Review Date
2	June 2016		New system	29/06/2017
3	May 2017		No changes made	01/07/2019
3.1	26/10/2017	Page 3	BSF Page added	01/07/2019

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Appendix 1: Equality & Diversity Impact Assessment Tool

Equality Impact Assessment Form

Department/Function	I3 Department			
Lead Assessor	Katie Laytham			
What is being assessed?	Guest WiFi – user guide			
Date of assessment	15/06/2017			
What groups have you consulted with? Include details of involvement in the Equality Impact Assessment process.	Equality of Access to Health Group	<input type="checkbox"/>	Staff Side Colleagues	<input type="checkbox"/>
	Service Users	<input type="checkbox"/>	Staff Inclusion Network/s	<input type="checkbox"/>
	Personal Fair Diverse Champions	<input type="checkbox"/>	Other (Inc. external orgs)	<input type="checkbox"/>
	Please give details:			

1) What is the impact on the following equality groups?		
Positive:	Negative:	Neutral:
<ul style="list-style-type: none"> ➤ Advance Equality of opportunity ➤ Foster good relations between different groups ➤ Address explicit needs of Equality target groups 	<ul style="list-style-type: none"> ➤ Unlawful discrimination, harassment and victimisation ➤ Failure to address explicit needs of Equality target groups 	<ul style="list-style-type: none"> ➤ It is quite acceptable for the assessment to come out as Neutral Impact. ➤ Be sure you can justify this decision with clear reasons and evidence if you are challenged
Equality Groups	Impact (Positive / Negative / Neutral)	Comments
		<ul style="list-style-type: none"> ➤ Provide brief description of the positive / negative impact identified benefits to the equality group. ➤ Is any impact identified intended or legal?
Race (All ethnic groups)	Neutral	
Disability (Including physical and mental impairments)	Neutral	
Sex	Neutral	
Gender reassignment	Neutral	
Religion or Belief	Neutral	
Sexual orientation	Neutral	
Age	Neutral	
Marriage and Civil Partnership	Neutral	
Pregnancy and maternity	Neutral	
Other (e.g. caring, human rights)	Neutral	

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2) In what ways does any impact identified contribute to or hinder promoting equality and diversity across the organisation?	
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<p>3) If your assessment identifies a negative impact on Equality Groups you must develop an action plan to avoid discrimination and ensure opportunities for promoting equality diversity and inclusion are maximised.</p> <ul style="list-style-type: none"> ➤ This should include where it has been identified that further work will be undertaken to further explore the impact on equality groups ➤ This should be reviewed annually.
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Action Plan Summary

Action	Lead	Timescale

This form will be automatically submitted for review for Policies and Procedures once approved by Policy Group. For all other assessments, please return an electronic copy to EIA.forms@mbht.nhs.uk once completed.

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