NHS Wi-Fi Frequently Asked Questions

How do I connect?

You will need to find the 'NHS Wi-Fi' network and connect your device

Some devices will present the registration page, others will re-direct the user to the registration page when you attempt to browse a website.

On the registration page you have a choice to register using Facebook, Twitter or Google. Once you are registered the system starts a three day use period during which you can reconnect at any time without being prompted. Beyond 3 days the system with ask for your details once again.

If you don't have one of these accounts, you can create a free personal Google account by [clicking here](#).

What can I use NHS Wi-Fi for?

NHS Wi-Fi is currently a basic service to allow you to keep in touch using messages and browse webpage content, look up health information and update your social media. Streaming media is currently restricted.

What's the signal like?

The NHS Wi-Fi coverage extends to most areas of the Trust and is constantly reviewed and enhanced.

Why are some sites blocked?

NHS WiFi uses a filtering system to ensure people aren't accessing inappropriate material while using the service. Subjects typically included gambling, pornography, violence and proxy services. All access is logged and the Trust reserves the right to block access if users are found to be abusing the service. NHS WiFi activity is monitored by the Trusts service provider and any illegal activity will be subject to formal investigation and potential criminal proceedings.

How does login work and what data is held by the NHS Wi-Fi system?

Staff, patients and visitors connecting to the NHS WiFi system are required to log into the service using their social media login. These details are directly and securely verified with Facebook, Twitter or Goole to identify the user.

Once a user is verified, only the social media login name is stored in the system, along with access logs. This is required for the purposes of anonymous statistics gathering and providing an audit log in case of abuse. Details are stored for 12 months and then automatically deleted from the system. The system is compliant with the NHS WI-FI Technical and Security Policies and Guidelines which applies across the NHS. No data is disseminated to Third Parties, except where required to by Law.