Frequently Asked Questions

Is there a limit to how long I can use Wi-Fi?
Yes. If you are using the free Wi-Fi service, your session will expire at 60 minutes. If you need more time, simply reconnect. If you are using the paid service, your session length is based on the package you purchased. When your session time expires, you must re-purchase to extend time. Please note that the paid service can only be used with the device that initiated the payment.

Can I switch from free to paid Wi-Fi?
Yes, but you must wait until you are disconnected at the end of your 60 minute session. Or, you can call Datavalet Customer Service at **1-844-940-5123** to request a disconnection.

Can I purchase Wi-Fi access from health care staff?
No. Wi-Fi can only be purchased online (via the public Wi-Fi sign-in page) using a credit card.

Who can I contact if I need help connecting to Wi-Fi or have a billing question?
Please call Datavalet Customer Support at **1-844-940-5123** for assistance. This number is available 24 hours a day, seven days a week. **Please note that staff will not be able to help with issues related to Wi-Fi access and billing.**

How secure is my Wi-Fi session?
Wireless networks are shared among all users and are public. All public networks lack the high level of security you might be accustomed to at work or home. We encourage you to be careful when sending personally identifiable or sensitive information.

Is virus protection available while accessing Wi-Fi?
No. virus protection is not available. It is up to the Wi-Fi user to ensure that his/her virus detection software is installed and up to date.

Is my internet activity monitored?
No. The health organization does not monitor any user's activity on the Public Wireless Internet network.

What if the service doesn't perform properly and I want a refund?
Please call Datavalet Customer Support at **1-844-940-5123** for assistance. This number is available 24 hours a day, seven days a week.

We're pleased to offer public Wi-Fi for patients, families, guests, and/or residents in this health care facility.

Public Wi-Fi for Patients, Guests, and Residents

Whether you're a long-term resident or a family member that is accompanying a loved one to a medical appointment, we believe convenient, reliable access to the internet is important—to stay connected, informed, entertained, or simply just to pass the time.

Need assistance with public Wi-Fi?
Call Datavalet Customer Service at **1-844-940-5123**. This number is available 24 hours a day, 7 days a week. Health care staff will not be able to help you with issues related to Wi-Fi access and billing.

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Province-wide solutions.
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Your Wi-Fi Options

There are two types of Wi-Fi services available to you, depending on what you'd like to do.

BASIC Wi-Fi

Use the **BASIC** service to browse the internet or check your emails.

This service is **free**.

Just click **Accept & Connect** on the Wi-Fi home page.

PREMIUM Wi-Fi

Use the **PREMIUM** service for streaming shows, movies, and music, video calling, or gaming.

This service can be **purchased** based on your preferred length of access, ranging from one hour to one month.

Premium Wi-Fi service costs

Duration	Costs	Total Cost
1 hour	$2.95 + tax	$3.30
4 hours	$5.95 + tax	$6.66
24 hours	$9.95 + tax	$11.14
72 hours	$18.95 + tax	$21.22
1 week	$28.95 + tax	$32.42
1 month	$35.00 + tax	$39.20

To purchase Wi-Fi, select a package (duration) from the drop-down menu, enter your credit card information and click **Buy Now**. Visa, Mastercard, and American Express are all accepted. Prepaid credit cards are also accepted. "Datavalet" will appear on your credit card statement.

Payment must be completed and accepted online prior to receiving service. If you've received an Access Code, simply enter it into the *Access Code* field and click **Connect**.

Get Connected

Getting connected is quick and easy.

Before starting, note that you need a Wi-Fi-enabled device with an internet browser to access Wi-Fi. The device may be a laptop, tablet, or smartphone. Internet browsers offering the best experience when you're online are Internet Explorer (version 9 or higher), Google Chrome, Safari, or Firefox.

These steps will have you up and running with Wi-Fi in no time:

1. Go to your device's Wi-Fi settings to view a list of available Wi-Fi networks.
2. Select the **Public Wi-Fi** network.
3. Open your internet browser. You'll be taken to a *Welcome* page.
4. Select the service you want (**BASIC** or **PREMIUM**) and follow the instructions to get online.
5. Once connected, you'll be taken to a landing page. You can continue to browse the internet from there.
6. You can connect up to three devices on the **PREMIUM** service.

Be aware:

- The health organization cannot guarantee that your hardware will work with the location's wireless connection.
- The wireless network should not be used for inappropriate or unlawful purposes.
- When using the wireless network, please be courteous of those around you. Laptop audio should be at a low or muted volume, or headphones should be used.
- Restriction and/or monitoring of a minor's access to the wireless network is the sole responsibility of the parent or guardian.
- If you have problems accessing the internet over the health organization's wireless network, **staff cannot assist in making changes to your device or network settings or perform any troubleshooting on your device**. You will need to refer to your owner's manual or call Datavalet Customer Service at **1-844-940-5123** for billing related or password issues.