

How to access hospital wi-fi

Wi-fi is available at all of our hospitals. You can choose between:

- **NHS Wi-Fi:** our free wi-fi service which allows you to browse the internet and use email
- **WiFiSPARK:** our premium wi-fi which allows you to access high-speed content including video and audio streaming in addition to web browsing and emails

You need to pay for **WiFiSPARK**. Please see the price list below:

- 1 day: £5
- 1 week: £10
- 1 month: £20
- 3 months: £40
- 6 months: £80
- 1 year: £160

Follow these four steps to access wi-fi

1. Enable wi-fi

Check that your smartphone, tablet or laptop wi-fi is turned on. Normally you can turn wi-fi on via the settings button on your device.

2. Connect to the network

On your device, select the network **NHS Wi-Fi** or **WiFiSPARK**.

3. Open your web browser

Once you have selected a wi-fi service on your device, you'll be automatically re-directed to an online wi-fi portal in your web browser. If you are not automatically re-directed, simply open your web browser and type 'www.bbc.co.uk' into your address bar and this should force the re-direct to the portal.

4. Click 'connect'

Click the 'connect to wi-fi' button. If you have selected our premium wi-fi, you will be asked to supply payment details.

Support

If you have any problems accessing our wi-fi services, please call WiFiSPARK on their 24/7 support telephone line: 034 4848 9555 or email support@wifispark.com

Please note wi-fi is only available inside Trust buildings.

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team: imperial.communications@nhs.net

Trust-wide
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