



Patient & Guest WiFi Instructions

Western Health – Joan Kirner Women’s and Children’s

Connecting to the Wifi

Please ensure WiFi is turned on within your smartphone, tablet, laptop or other WiFi enabled device. (Go to 'settings' and follow the prompts).

Choose WiFi network

WH-Patient-WiFi

The WiFi registration page should automatically display - if not, open your browser and go to

<https://www.wifi.hills.com.au/wh>

There is a FREE service and premium (paid) service. The free service is great for browsing the internet and checking Facebook while the premium service is best for things such as YouTube and Netflix.

First Time Users

To log onto FREE WiFi

1. Click the “Create a New Account” button
2. Scroll down and click on the green “Free Service” button
3. Complete the registration form – ensure details are correct
OR
4. Click “Log in with Facebook” button and enter your Facebook account details
5. Read and accept the terms and conditions of using the service
6. Click “Continue” button

You are now connected to the internet and have been granted internet access.

To login to PREMIUM WiFi (paid service)

A higher level of connectivity for Skype, FaceTime, Netflix, YouTube etc.

1. Click the “Create a New Account” button
2. Click the “Premium Service” button
3. Select the required Premium Service package - 24 hours, 3 days or 5 days
4. Enter your details on the form provided – ensure they're correct
5. Read and accept the terms and conditions of using the service
6. Click the “Continue” button
7. Enter payment details
8. Click the “Purchase” button to process your payment
9. Record your access code for future access (or select to “SMS my code”)
10. Click the “Continue” button
11. You are now connected to the internet. The landing page will display with useful links and information.

Registered Users

Login to FREE or PREMIUM WiFi

1. Click the “Login/Use Voucher” button
2. Enter your email address OR click the “Log in with Facebook” button to access Free WiFi OR enter your Premium Access Code
3. Click the “Login” button. You are now connected to the internet. The landing page will display with useful links and information.

Upgrade from FREE to PREMIUM WiFi

1. Open browser and go to <https://www.wifi.hills.com.au/wh>

This will display the wifi registration page

2. Click the “Upgrade to paid account” button
3. Click the “Disconnect” button – this will display the WiFi registration page again
4. Follow the instructions on the previous page for ‘To login to Premium WiFi’

Top up your PREMIUM Account

1. Visit <https://wifi.hills.com.au/WOLH> – this will display the WiFi registration page
2. Click the “Renew Paid Account” button
3. Enter the email address you used to create your premium account
4. Click the “Check Email” button
5. Select the premium package you wish to top-up - 24 hours, 3 days or 5 days
6. Enter your payment details
7. Click the “Purchase” button.
8. You will be issued with a new voucher code that you can use to access your premium account

Forgotten voucher Access Code?

1. Click the “Login/Use Voucher” button
2. Click the “Forgot Access Code” link
3. Enter your email address and click “Continue” button
4. A reset link will be sent to your email address. If you are unable to check your email for the password reset link, please call our helpdesk on 1300 552 442 or email hhshelpdesk@hills.com.au