

FREE WiFi at Golden Rain Foundation Facilities

FAQ

What is WiFi Internet Access?

WiFi is high speed wireless Internet access available at the following locations in Golden Rain Foundation.

Gateway Clubhouse - 1001 Golden Rain Rd
Redwood Room – Gateway 1001 Golden Rain Rd.
Hillside –Diablo Room - 3400 Golden Rain Rd.
DelValle Clubhouse - 1751 Tice Creek Dr.
Peacock Hall - 1001 Golden Rain Rd.
Mutual Operation's Office – 800 Rockview Dr.

Anyone who has a working WiFi enabled laptop or PDA can connect. WiFi access users must comply with Golden Rain Foundation Wireless Policy

How do I connect?

You will need:

1. A WiFi (wireless) device installed in your laptop or PDA. Or a laptop with integrated WiFi capability.
2. A Web Browser (Microsoft Internet Explorer, Mozilla Firefox, Safari, Netscape Navigator, Blazer, or any other web browser.)

Is technical support available?

Because laptops vary so greatly (Windows vs. Mac, etc.), Golden Rain Foundation staff are not available to offer technical assistance with establishing a wireless connection from your computer. They are not allowed to handle any of your equipment.

You are responsible for setting up your own equipment. If you are not familiar with computers or networking, we recommend bringing someone with you who can help you configure your laptop. Golden Rain Foundation is not responsible for any changes that you make to your computer's settings and cannot guarantee that your hardware will work with our wireless connection.

How long does a connection last?

Your wireless connection should remain connected until you shut down your computer or WiFi.

There is no time limit or maximum length of time that you may use the WiFi network. We recommend that users read their PC and/or Wireless manuals thoroughly.

What factors can influence my connection speed and signal strength?

Many things can affect the Wireless connection speed that Windows detects as well as the customer's perceived bandwidth. There are various wireless network card standards (A, B, G, etc.) Each of those standards offers different connection speeds and different range capabilities. The signal strength can be affected by the distance to the Wireless Access Point, the number of walls separating the laptop from the Access Point, and other environmental variables. Additionally, older computers (3+ years old) can have difficulty processing today's robust Internet quickly.

WiFi Support Websites:

Apple users:

<http://www.apple.com/support>

Windows users:

<http://support.microsoft.com/kb/314897/en-us>

Limitations & Disclaimers

Wireless access is provided as a public service free of charge. The service is on an "as is" basis with no guarantee and no warranty.

The Foundation provides access to Web-based browsing, Web-based email, and HTTP based file downloads.

Information passing through the Foundation's wireless access is not secured and could be monitored, captured, or altered by others.

It is the resident's sole responsibility to protect their information from all risks associated with using the Internet, including any damage, loss, theft that may occur as a result of ones use of the Foundation's wireless access.

It is highly recommended that residents charge their laptop before visiting the WiFi sites. Electrical outlets are limited and are sometimes not ideally located near a table or seating.

The Foundation assumes no responsibility for the safety of equipment; users must keep their equipment with them at all times.

Any restriction or monitoring of a minor's access to the Foundation's wireless network is the sole responsibility of the parent or guardian.

Wireless users requiring sound must use their own headphones and create no noise that might disturb other residents/users.

Golden Rain Foundation Wireless Policy

Golden Rain Foundation provides wireless access for public Internet use. Residents are cautioned that Rossmoor WiFi sites are a public area, which must be shared by users of all ages, backgrounds, and sensibilities. Individuals are asked to consider this and to respect others when accessing information and images.

Resident's may not use the Foundation's wireless network to transmit or receive illegal (including harmful or obscene) or disruptive material. Residents are expected to respect intellectual property rights by making only authorized copies of copyrighted or licensed software or data residing on the Internet.

Violation of the Foundation's Wireless Policy or abuse of networking equipment may result in the denial of access to the wireless network at all Foundation locations.

Golden Rain Foundation staff may not be available to assist patrons using the wireless network

Wireless network users will not be able to use the Foundation's printers to print documents.

WARNING: The Golden Rain Foundation is not liable for the consequences of wireless network use in any way, including the transmission of computer viruses, loss of data or e-mail, or any harm resulting from the use of an unsecured server.

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