

FDA Guest Internet Access Frequently Asked Questions

1. *What is FDA Guest Access?*

FDA will provide FDA visitors/guests wireless access to Internet only for legitimate business requirements. Many FDA visitors require Internet access to conduct training, conduct product demonstration, make marketing presentation, or retrieve technical and information files from their company networks.

When there is a legitimate business need, a visitor/ guest connect to the FDA-GUEST wireless network for internet access.

2. *Where is FDA Guest Internet Access service available?*

The Guest Internet Access network will only be accessible through all FDA locations where the WLAN is currently operational. The Guest Internet Access service is not available via a wired network connection.

3. *What can a Guest do when using a Guest Account?*

FDA Guests/visitors will have access to the Internet. They can check their e-mail, create a VPN connection to their corporate office, and download information and files from Internet web sites.

If the guest accidentally or intentionally visits a site that is considered to be potentially harmful by FDA IT Security Staff, the site access will be blocked. FDA IT Security will investigate any cybersecurity events that pose a threat to the FDA network.

If you are having any difficulties accessing the network your first steps should be to reference the "[FDA Guest Internet Access User Guide](#)" for the step-by-step instructions. If you are still having difficulties after referencing the Guide then your next step should be to contact the FDA Helpdesk, ERIC.

By phone:

Call 301-827-ERIC (3742) and/or TTY 301-480-0434.



Office of Information Management and Technology

By Submitting E-mail ERIC ticket:

Email the IT Call Center at ITCallCenter@fda.hhs.gov