Ministry of Justice
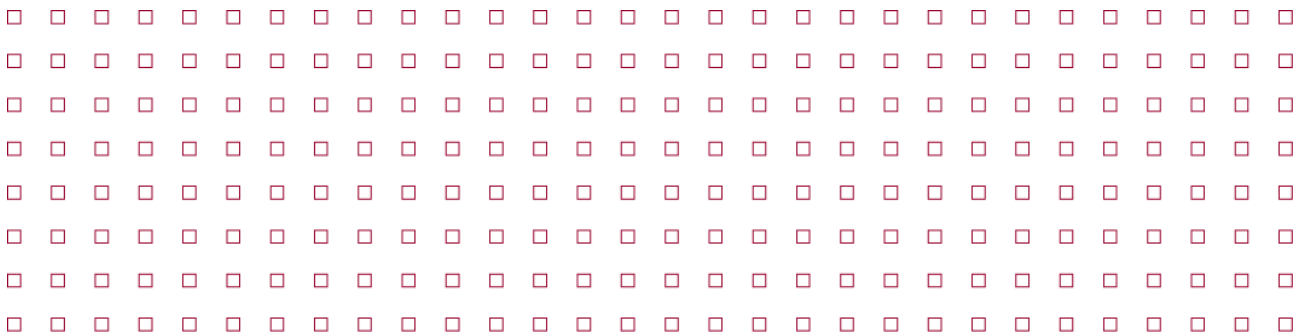
Professional Court User Wi-Fi
User Guide for accessing the service

Issue 6 July 2015

Contents

1. Introduction

Welcome to the Professional Court User (PCU) Wi-Fi service.

PCU Wi-Fi is one element of the Criminal Justice System Efficiency Programme with the overall objective of delivering a more efficient criminal justice system through digital working.

PCU Wi-Fi is being installed at criminal court houses throughout England and Wales from January 2014 through to Autumn 2015.This follows the installation of Wi-Fi at 7 'test' sites in November 2014.

The PCU Wi-Fi system is wholly operated and serviced by British Telecommunications plc.

The Wi-Fi is not managed by the Ministry of Justice and support and help for users of the Wi-Fi is provided by the BT Help Desk, details of which are set out in Section 10 of this guide.

2. Who is this guide for and what does it cover?

This guide is for court professionals - Judges, Defence Practitioners, Prosecutors, and others - who work in a professional capacity to deliver criminal justice in courthouses in England and Wales.

Not all court professionals will be able to access the Wi-Fi at all sites immediately. For example, Probation is currently in the early phase of rolling out Wi-Fi enable devices for its court officers. Further, work is currently ongoing with Police forces to enable Police Officers to access the Wi-Fi when at court.

It tells users of the Wi-Fi:

- About the Wi-Fi and what they need to do to gain access

- What support and help is available to them for the Wi-Fi, including where to go and what to do if they have any problems or need information about the Wi-Fi

3. How to access Professional Court User Wi-Fi

There are two methods of access to the PCU Wi-Fi service and the appropriate method is determined by the type of device being used. The following is a brief summary of these methods and the circumstances they are used.

Access method 1 - Wi-Fi access via registration for a password.

This first form of access applies to court professionals whose devices do not connect to a secure government network in order to work.

Typically these devices will include retail type devices such as personal tablets, laptops, smartphones etc.

The largest group of court professionals that use such devices comprise Defence practitioners, but also include Judiciary.

All such users must one-time register for a password that they will use in alliance with a User Name in order to gain access to the PCU Wi-Fi when they attend court.

Access method 2 – Wi-Fi access without the need for a user name and password.

This second form of access applies to court professionals whose devices have been issued by a Government department and require connection to a secure government network in order to work.

Typically these devices will include Wi-Fi enables laptops and tablets such as those used by Judges, Crown Prosecutors, etc.

The Wi-Fi system is designed to recognise such devices. They will simply allow access to the PCU Wi-Fi without the need for a user name or password to be entered.

As noted above, Probation is in the process of rolling out Wi-Fi enabled kit. And there is ongoing work with the Police forces to allow their devices to connect to the Wi-Fi in this manner.

The next sections of this guide provide the full detail of how to access the Wi-Fi.

ⓘ This guide is now split into two parts. Please follow the instruction below to go to part of the guide that is relevant to you.

Judiciary

Please go directly to Section 4 of this guide if:

- You are a member of the Judiciary

- You have an eJudiciary email account

All Other Users

All other users should go directly to Section 9 of this guide

4. Access to PCU Wi-Fi via registration for a password for members of the Judiciary

The following method of accessing the PCU Wi-Fi is required when a member of the Judiciary is using a device that has not been provided by a government department and does not require connection to a secure government network in order to work.

This will typically be Wi-Fi enabled devices bought from retail suppliers such as Tablets, Laptops and Smartphones.

ⓘ **You must have an eJudiciary email account in order to register for Wi-Fi access using this method**

ⓘ**You should apply for service in advance of attending the courthouse in order to be able to use the Wi-Fi. Court personnel cannot administer the Wi-Fi system or apply for the service on your behalf.**

The application process

Using *only* your eJudiciary email account, please send the following information to the BT Service Desk mailbox address set out below:

- Your name

- An <u>internet accessible</u> email address, which will become your logon name for the service. See Note 1 below.

- A phone/mobile number in case we need to contact you

BT Service Desk Mailbox address:

Please send the above information to mailbox:

pcu.wifi@ejudiciary.net

Note 1 - We recommend this is your eJudiciary email address, but you may also use a Gmail, Hotmail or similar Internet email address and ideally, one which you have access to from the courtroom (via Smartphone or Blackberry for example), in case you forget your PCU Wi-Fi password.

ⓘ Please note that it *should not* be your CJSM email address if you have one, as it is not internet accessible.

Once you have submitted your application you will initially receive an acknowledgement of your request by e-mail to the internet accessible e-mail address you supplied.

When your account setup is complete, you will receive a second e-mail message with a system generated password to allow you to logon. An example of this is shown in figure 1 below.

From: no-reply@pcuwifi.bt.com <no-reply@pcuwifi.bt.com>
Sent: 14 April 2015 11:21:53
To: john.smith.BT@ejudiciary.net
Subject: Your Account for the PCU Wi-Fi Service has been created

Dear John

A new account has been created for you on the PCU Wi-Fi service.
Your username is john.smith.BT@ejudiciary.net and your initial password is cXYz&2Xw!j

Please click on the following link to login with these credentials, and set your own choice of password, and a secret question and answer, which comply with our published guidance.
https://www.pcuwifi.bt.com

Please take a few minutes to read the attached User Guide, and retain for future reference.

For further information about the PCU Wi-Fi service, please visit
http://www.justice.gov.uk/about/criminal-justice-system-efficiency-programme

PCU Wi-Fi Service Desk

You can contact us on 0845 600 6909
or
If you use a CJSM e-mail address please email: pcu.wifi@bt.cjsm.net
If you use an eJudiciary e-mail address please email: pcu.wifi@ejudiciary.net

Figure 1 – Example account creation confirmation e-mail message

When you visit the link set out in this email, you will see the screen in figure 2.

🏛 Justice

Welcome to Professional Court User Wi-Fi

- You need to be registered before using the Professional Court User Wi-Fi system
- Only authorised users may log on to the system
- Any unauthorised access or misuse of the system is a criminal act under the Computer Misuse Act.
- Detailed legal information

Please log in

Your username

Your password

Log in   >

Forgotten your password?

If you are experiencing difficulties

Please contact the BT Service Desk on: Tel: 0845 600 6909

Or by e-mail:

If you use a CJSM e-mail address please contact: pcu.wifi@bt.cjsm.net

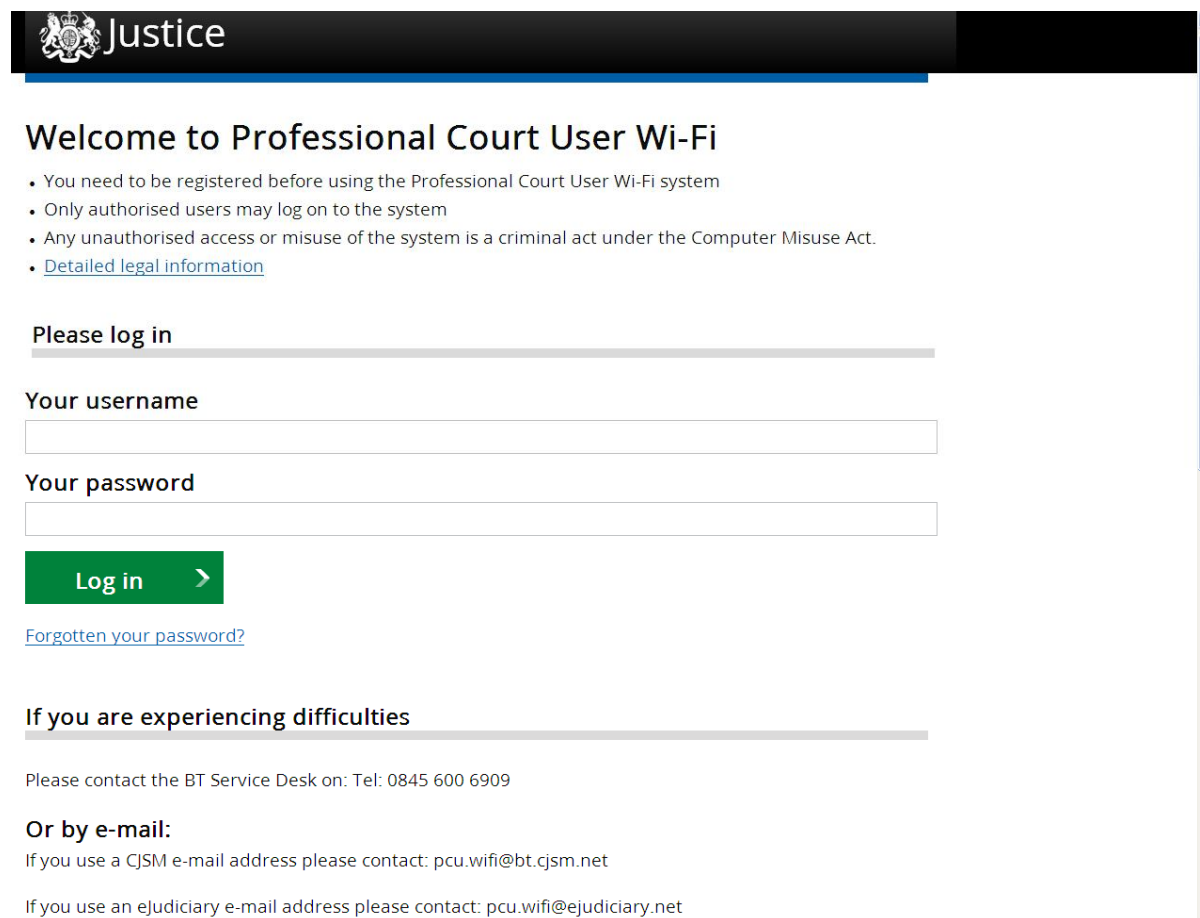If you use an eJudiciary e-mail address please contact: pcu.wifi@ejudiciary.net

Figure 2 – portal logon screen

On your first logon, you will be required to change your password, and also set a secret question and answer as shown in figure 3.

Justice

Welcome to Professional Court User Wi-Fi

As this is the first time you've logged in, please add a security question and change your password.

First, give us a security question

This will be used to verify your identity if you contact our support team

Please give us a question

You will be asked this if you contact us and will have to provide the answer you give below

Next, tell us your answer

Next, change your password

Your new password must follow these rules:

- be at least 9 characters long
- contain at least one capital letter
- contain at least one lower case letter
- and at least one number
- and at least one special character (e.g. ! " £ $ % ^ & *)

Your new password

Please confirm your new password

Save changes

Figure 3 – First time logon screen

Your secret question can be up to 100 letters/numbers, and your answer can be up to 50.

✓ Try to ensure it can't easily be guessed and wouldn't be known by others, but is particularly memorable to you. For example:

- Q – Where did I meet my partner? A – Fred's 30th birthday party

- Q – Where do I always go every year? A – To see the British Grand Prix

- Q – Where is my retreat? A – Isle of Skye

✗ Please DO NOT submit any of the following as your secret question/answer, as these are commonly used on Internet banking and similar sites, and it isn't good personal security practice to disclose your answers to these sorts of questions unnecessarily.

- Date of birth

- Town of birth

- Mother's maiden name

- Favourite subject/teacher at school

- Favourite holiday destination

- Favourite TV show

- Favourite Disney character

- Name of your pet

Once this stage is completed, you can close your browser. You are ready to use PCU Wi-Fi when you attend the courthouse.

5. Using your password and user name to access PCU Wi-Fi

When you attend the courthouse, the Wi-Fi service broadcasts as **PCU-WiFi.**

When you attempt to connect to the Wi-Fi service from your device and open your browser, you will receive what we call the "splash screen" as shown in figure 4 below.

Please read the **Acceptable Use Policy**, and if you agree to be bound by its terms, you may login using the e-mail address you submitted to us when you registered for service, and the password you set before attending site.

Figure 4 – The PCU Wi-Fi "Splash screen"

When you have completed your logon, you will be presented with the screen in figure 5.
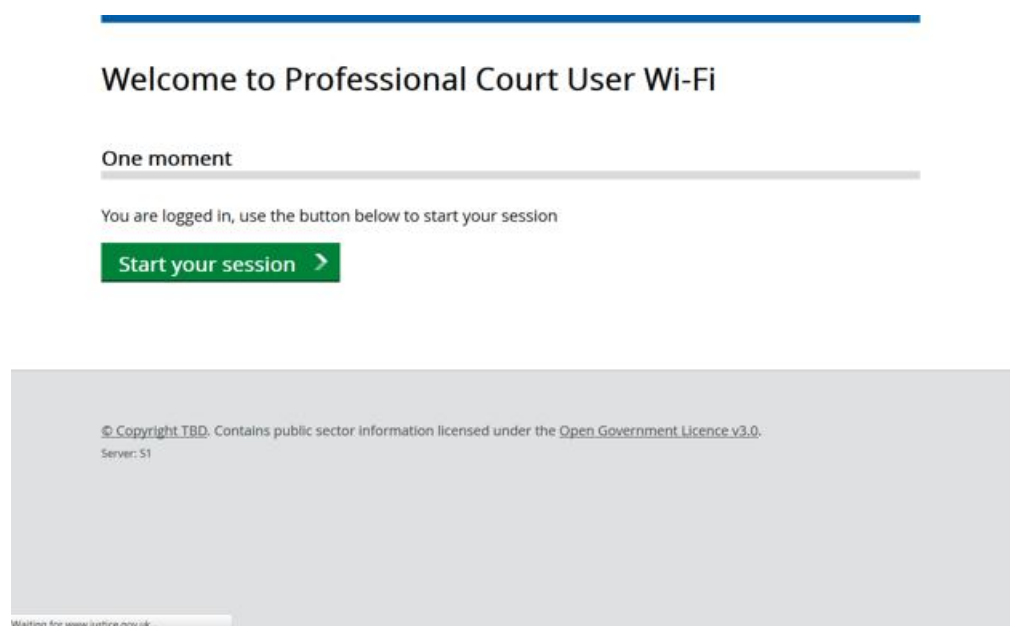

Figure 5 – Start session screen

This screen may only be displayed momentarily before you will be redirected automatically to our information page at:

http://www.justice.gov.uk/about/criminal-justice-system-efficiency-programme

If you are not automatically redirected, simply click the "Start your session button" to proceed to our information page.

When you have finished using the Wi-Fi service, there is no need to log off the Wi-Fi. You only need to close down your device and / or leave the courthouse.

For security reasons the Wi-Fi will ask you to enter your user name and password approximately once a month. Within this time, you will not normally need to re-enter your user name or password when you attend the courthouse, depending on how your device is configured.

6. Managing your PCU Wi-Fi password, and registered details

Your PCU Wi-Fi account requires minimal management, typically limited to the following activities:

Changing your password

You can change your password at any time by visiting the following site, and logging in with your e-mail address and password.

https://www.pcuwifi.bt.com

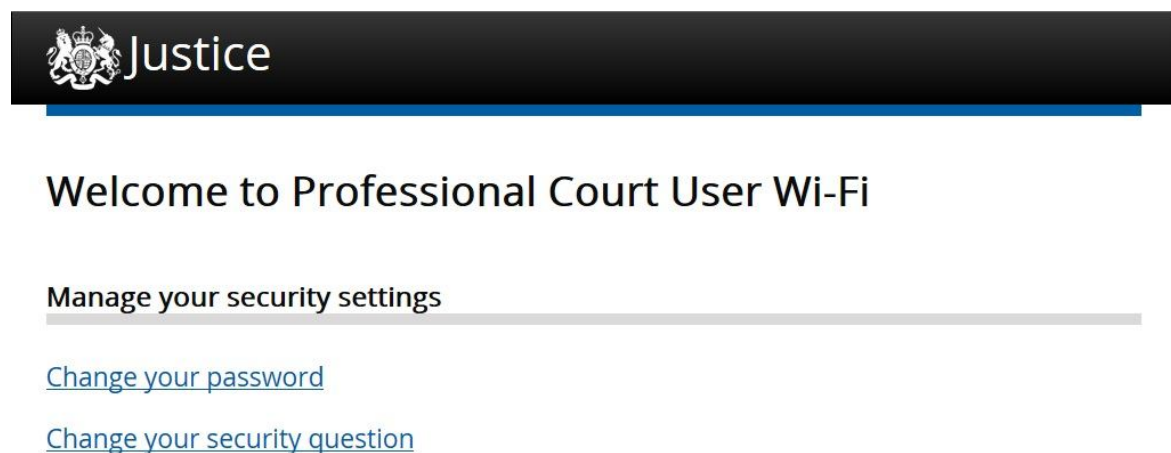You will be greeted with a simple change screen as shown in figure 6.

Figure 6 – Password change screen

Resetting your password

If you forget your PCU Wi-Fi service password, you should reset it yourself by visiting the Portal at https://www.pcuwifi.bt.com

and clicking the I Forgot My Password link OR, if you are at the courthouse, clicking the link on the "splash screen".

ⓘ **To use the self-service password reset functionality, you MUST have access to the e-mail account you use as your PCU Wi-Fi login, as the e-mail containing your reset password information will be sent to this address.**

If you attend court and forget your password *without* any access to your e-mail account (e.g. you don't have a Smartphone, Blackberry or Tablet computer with data services) and access is **critical** for the day's proceedings, please contact the Service Desk and they will reset your password on receipt of the correct answer to your secret question. Otherwise, please use the self-service password reset functionality the next time you have access to your e-mail account.

Change of circumstance or details

For all changes of circumstance or details, you should EITHER:

- Phone the service desk on 0845 600 6909 (you will need the answer to your secret question)

OR

Send an e-mail to **pcu.wifi@ejudiciary.net** using your eJudiciary email account email address you used when you first registered for the service

Examples of changes of circumstances/details include:

- Change of name (e.g. through marriage or deed poll)

- Ceasing your PCU Wi-Fi service (e.g. due to a career change)

- Changing your username (e-mail address) e.g. due to takeover, or corporate rebranding

7. Accessing PCU Wi-Fi without a password or user name

PCU Wi-Fi is designed to allow access without the need for a password or user name for those using government issued devices that require access to a secure government network in order to work. Users can simply connect to the PCU Wi-Fi service and start their virtual private network (VPN) client.

The main users who will be able to access Wi-Fi this way are:

- MoJ personnel e.g. Judges on DOM 1 laptops

- Crown Prosecutors

- Probation (as their Wi-Fi enabled devices are rolled out)

- Police (once ongoing design work is completed)

When at the courthouse, switch on your Wi-Fi enable device and look for 'PCU-WiFi'. Choose to connect to this.

ⓘ **If you have trouble connecting to the Wi-Fi, please contact the Service Desk using the instructions in Section 9 of this guide.**

8. Contacting us about the PCU Wi-Fi service

The PCU Wi-Fi service is wholly managed and serviced by BT's Service Desk.

ⓘ If you have a question, experience a problem or wish to report an issue about the PCU Wi-Fi, you must only do so to the Service Desk using the information and methods below. Courthouse staff and the MoJ IT helpdesk cannot answer questions or resolve issues you may have about the PCU Wi-Fi.

You can contact the PCU Wi-Fi Service desk:

By telephone

If you need to contact BT regarding the PCU Wi-Fi service please call the Service Desk on the local rate number:

<div align="center">

0845 600 6909

</div>

By e-mail

Alternatively, you can e-mail the **BT Service Desk:**

<div align="center">

pcu.wifi@ejudiciary.net

</div>

ⓘ **Please note that we can only answer questions relating to the PCU Wi-Fi service, and not your usage of your own equipment.**

Information you need to supply

If you are accessing the PCU Wi-Fi using the password and user name method, please quote your name and the e-mail address you use to log on to PCU Wi-Fi in all communications with us. If you phone us relating to changes or problems with your PCU Wi-Fi account, we will ask you for the answer to your secret question to confirm your identity.

If you are using a government issued device that does not require you to enter a user name or password to access the Wi-Fi, please make this clear to our Service Desk staff at the start of the call, together with the details of what you are trying to access.

In the event of any difficulty with the PCU Wi-Fi service, please provide as much information as possible so we can help you resolve the problem as quickly as possible, such as:

- Any error messages encountered

- When you started experiencing the issue
- When the service was last working for you

Opening hours

The Service Desk is open to receive calls as follows:

- 08:00-20:00 Monday to Friday
- 08:00 to 17:00 Saturdays and Bank Holidays (excluding Good Friday and Christmas Day)

Our service levels are as follows:

- User registration set up requests – processed within 1 working hour of receipt of
- Faults affecting an individual PCU Wi-Fi user – resolved within 8 working hours
- Any significant failure affecting the courthouse – resolved within 5 hours

9. Access to PCU Wi-Fi via registration for a password for all users _other_ than Judiciary

If you are a member of the Judiciary please go to Section 5 of this Guide.

All other users should read from here.

The following method of accessing the PCU Wi-Fi is required when using a device that has not been provided by a government department and does not require connection to a secure government network in order to work.

This will typically be Wi-Fi enabled devices bought from retail suppliers such as Tablets, Laptops and Smartphones.

ⓘ **If you are a Defence practitioner you will only be able to access the Wi-Fi by registering for a password using this method**

ⓘ **You must have a functioning Criminal Justice Secure Email (CJSM) account in order to register for a Wi-Fi password using this method.**

ⓘ **You MUST apply for service in advance of attending courthouse in order to be able to use the Wi-Fi. Court personnel cannot administer the Wi-Fi system or apply for the service on your behalf.**

The application process is simple and straightforward:

Using your **own personal** Criminal Justice Secure Mail (CJSM) account, please email the following information to the address

- Your name

- An internet accessible e-mail address, which will become your username for the service [see note below]

- A phone/mobile number in case we need to contact you

Note - We recommend this is your normal *business* e-mail address, and ideally, one which you have access to from the courtroom (via Smartphone or Blackberry for example) in case you forget your PCU Wi-Fi password. This address should *not* be your CJSM email address.

"Group" e-mail addresses (e.g. admin@ or enquiries@) which other people may have access to, are also unacceptable for password security reasons.

You will receive an acknowledgement of your request by e-mail to the internet accessible e-mail address you supplied; and when your account setup is complete, a second e-mail message with a system generated password and a copy of this guide as shown in figure 1 to allow you to logon.

From: no-reply@pcuwifi.bt.com <no-reply@pcuwifi.bt.com>
Sent: 14 April 2015 11:21:53
To: john.smith.BT@mailaddress.co.uk
Subject: Your Account for the PCU Wi-Fi Service has been created

Dear John

A new account has been created for you on the PCU Wi-Fi service.
Your username is john.smith.BT@mailaddress.co.uk and your initial password is cXYz&2Xwlj

Please click on the following link to login with these credentials, and set your own choice of password, and a secret question and answer, which comply with our published guidance.
https://www.pcuwifi.bt.com

Please take a few minutes to read the attached User Guide, and retain for future reference.

For further information about the PCU Wi-Fi service, please visit
http://www.justice.gov.uk/about/criminal-justice-system-efficiency-programme

PCU Wi-Fi Service Desk

You can contact us on **0845 600 6909**
or
If you use a CJSM e-mail address please email: pcu.wifi@bt.cjsm.net
If you use an eJudiciary e-mail address please email: pcu.wifi@ejudiciary.net

Figure 1 – Example account creation confirmation e-mail message

When you visit the link set out in this e-mail, you will see the screen in figure 2.

Welcome to Professional Court User Wi-Fi

- You need to be registered before using the Professional Court User Wi-Fi system
- Only authorised users may log on to the system
- Any unauthorised access or misuse of the system is a criminal act under the Computer Misuse Act.
- Detailed legal information

Please log in

Your username

Your password

Log in   ›

Forgotten your password?

If you are experiencing difficulties

Please contact the BT Service Desk on: Tel: 0845 600 6909

Or by e-mail:
If you use a CJSM e-mail address please contact: pcu.wifi@bt.cjsm.net

If you use an eJudiciary e-mail address please contact: pcu.wifi@ejudiciary.net
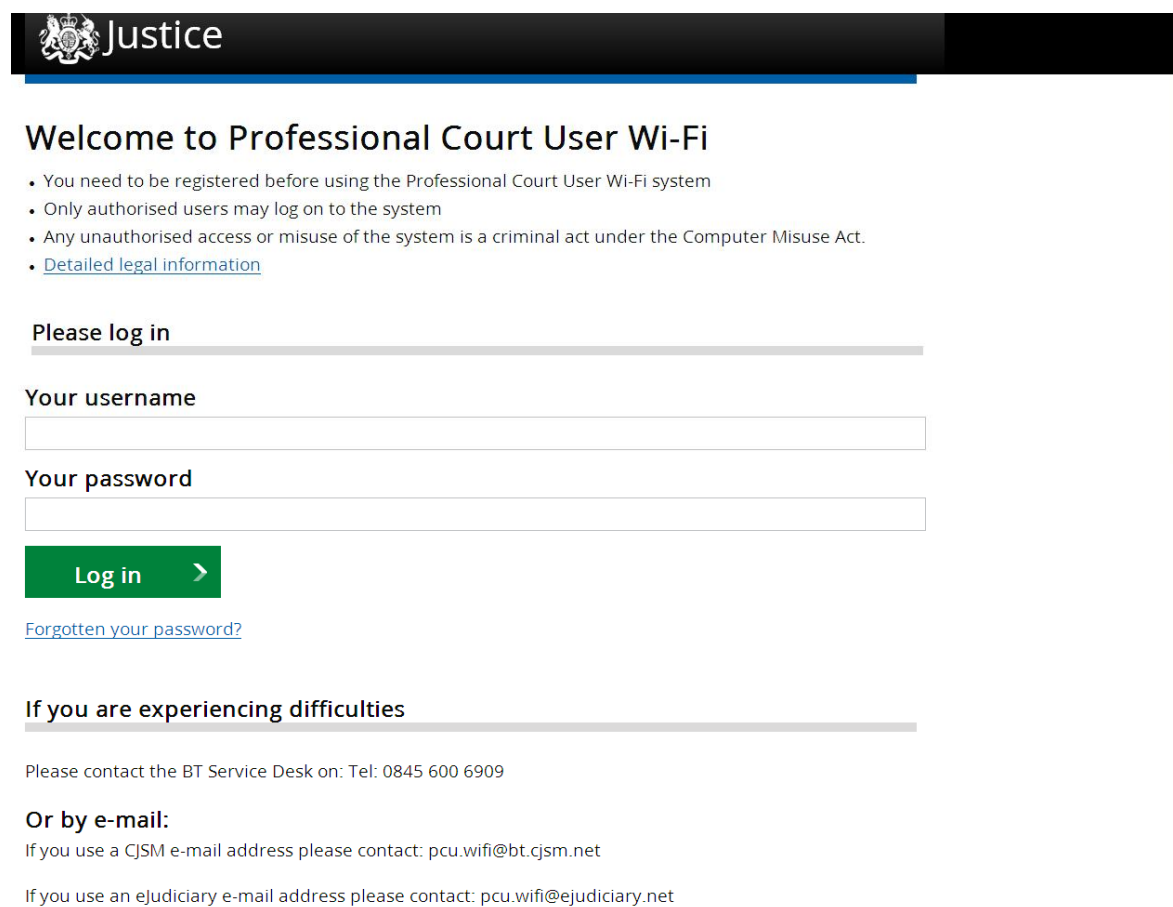
Figure 2 – portal logon screen

On your first logon, you will be required to change your password, and also set a security question and answer as shown in figure 3.

Figure 3 – First time logon screen

Your security question can be up to 100 letters/numbers, and your answer can be up to 50.

✓ Try to ensure it can't easily be guessed and wouldn't be known by others, but is particularly memorable to you. For example:

- Q – Where did I meet my partner? A – Fred's 30th birthday party

- Q – Where do I always go every year? A – To see the British Grand Prix

- Q – Where is my retreat? A – Isle of Skye

✗ Please DO NOT submit any of the following as your security question/answer, as these are commonly used on Internet banking and similar sites, and it isn't good personal security practice to disclose your answers to these sorts of questions unnecessarily.

- Date of birth

- Town of birth

- Mother's maiden name

- Favourite subject/teacher at school

- Favourite holiday destination

- Favourite TV show

- Favourite Disney character

- Name of your pet

Once this stage is completed, you can close your browser. You are ready to use   PCU Wi-Fi when you attend the courthouse.

10. Using your password and username to access PCU Wi-Fi

When you attend the courthouse, the Wi-Fi service broadcasts as **PCU-WiFi.**

When you attempt to connect to the Wi-Fi service from your device and open your browser, you will receive what we call the "splash screen" as shown in figure 4 below.

Please read the **Acceptable Use Policy**, and if you agree to be bound by its terms, you may login using the e-mail address you submitted to us when you registered for service (your username), and the password you set before attending site.
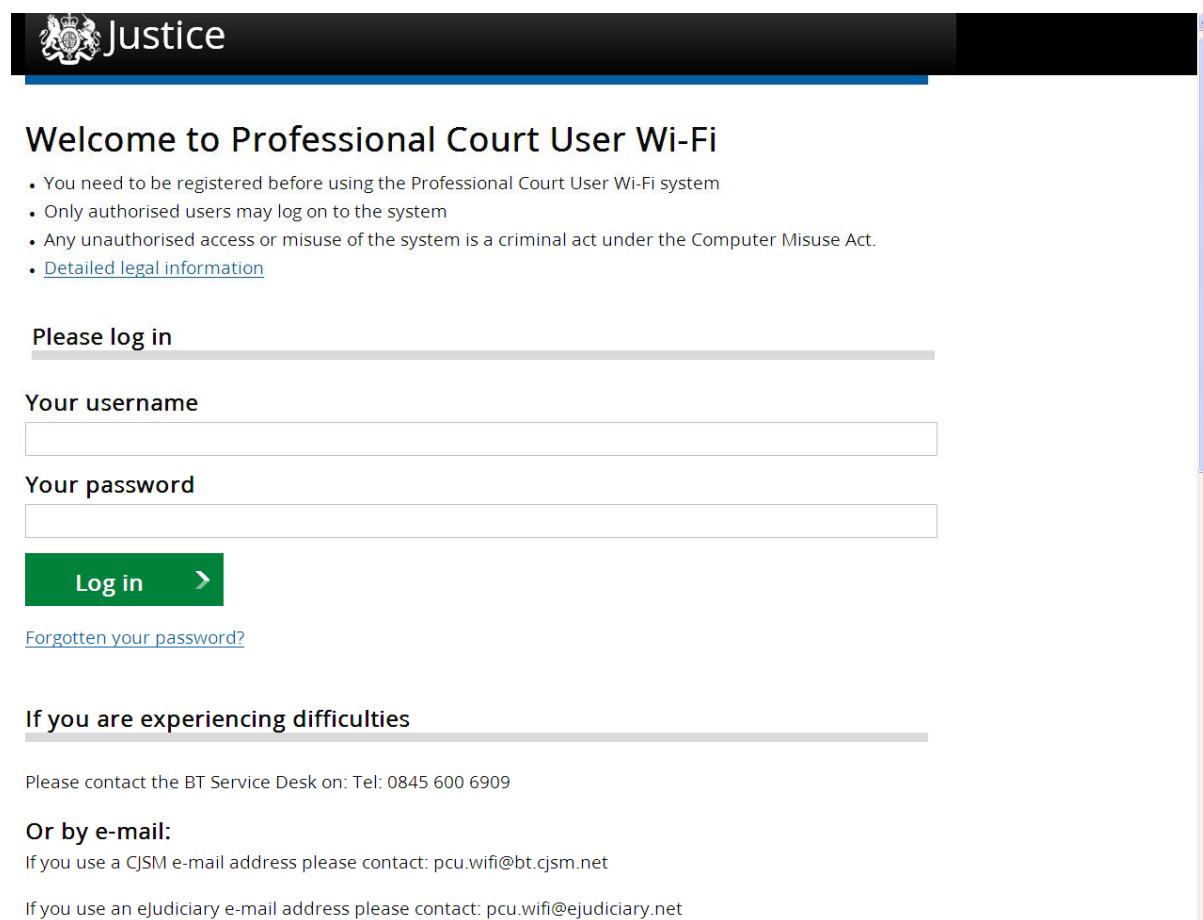

Figure 4 – The PCU Wi-Fi "Splash screen"

When you have completed your logon, you will be presented with the screen in figure 5.
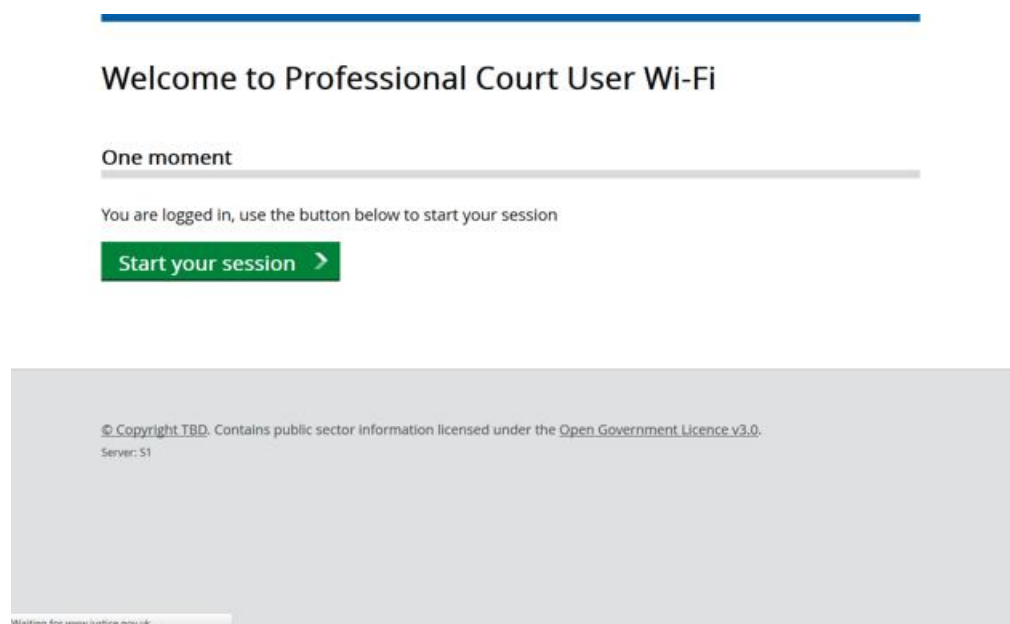
Figure 5 – Start session screen

If your browser supports JavaScript, this screen will only be displayed momentarily, and you will then be redirected automatically to our information page at:

http://www.justice.gov.uk/about/criminal-justice-system-efficiency-programme

If your browser does not support JavaScript, simply click the "Start your session button" to proceed to our information page.

When you have finished using the Wi-Fi service, there is no need to log off the Wi-Fi. You only need to close down your device and / or leave the courthouse.

For security reasons the Wi-Fi will ask you to enter your username and password approximately once a month. Within this time, you will not normally need to re-enter your username or password when you attend the courthouse, depending on how your device is configured.

11.   Managing your PCU Wi-Fi password, and registered details

Your PCU Wi-Fi account requires minimal management, typically limited to the following activities:

Changing your password or security question

You can change your password or security question at any time by visiting the following site, and logging in with your username (e-mail address) and password.

https://www.pcuwifi.bt.com

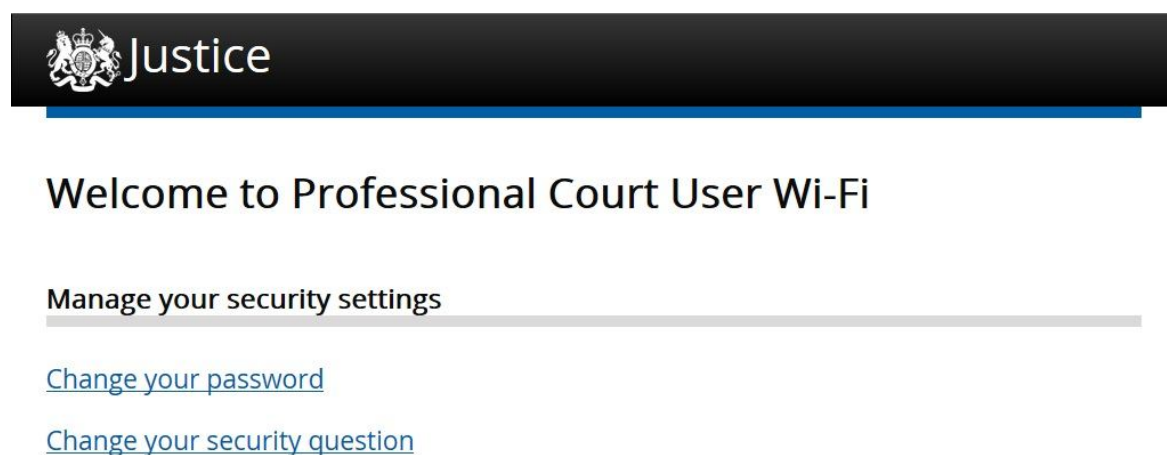You will be greeted with a simple change screen as shown in figure 6.

Figure 6 – Password change screen

Once the changes have been made, you can then close your browser.

Resetting your password

If you forget your PCU Wi-Fi service password, you should reset it yourself by visiting the Portal at https://www.pcuwifi.bt.com and clicking the **Forgotten your password?** link OR, if you are at the courthouse, clicking the same link on the "splash screen".

ⓘ **To use the self-service password reset functionality, you MUST have access to the e-mail account you use as your PCU Wi-Fi username, as the e-mail containing your reset password information will be sent to this address.**

If you attend court and forget your password *without* any access to your e-mail account (e.g. you don't have a Smartphone, Blackberry or Tablet computer with data services) and access is **critical** for the day's proceedings, please contact the Service Desk and they will reset your password on receipt of the correct answer to your security question. Otherwise, please use the self-service password reset functionality the next time you have access to your e-mail account.

Change of circumstance or details

For all changes of circumstance or details, you should EITHER:

- Phone the service desk on 0845 600 6909 (you will need the answer to your security question)

OR

- Send an e-mail to pcu.wifi@bt.cjsm.net using the CJSM email address you used when you first registered for the service

Examples of changes of circumstances/details include:

- Change of name (e.g. through marriage or deed poll)

- Ceasing your PCU Wi-Fi service (e.g. due to a career change)

- Changing your username (e-mail address) e.g. due to takeover, or corporate rebranding

12.   Accessing PCU Wi-Fi without a password or username

PCU Wi-Fi is designed to allow access without the need for a password or username for those using government issued devices that require access to a secure government network in order to work. Users can simply connect to the PCU Wi-Fi service and start their virtual private network (VPN) client.

The main users who will be able to access Wi-Fi this way are:

- MoJ personnel e.g. Judges on DOM 1 laptops

- Crown Prosecutors

- Probation (as their Wi-Fi enabled devices are rolled out)

- Police (once ongoing design work is completed)

When at the courthouse, switch on your Wi-Fi enable device and look for 'PCU-WiFi'. Choose to connect to this.

ⓘ **If you have trouble connecting to the Wi-Fi, please contact the Service Desk using the instructions in Section 14 of this guide.**

13. Contacting us about the PCU Wi-Fi service

The PCU Wi-Fi service is wholly managed and serviced by BT's Service Desk.

ⓘ **If you have a question, experience a problem or wish to report an issue about the PCU Wi-Fi, you must only do so to the Service Desk using the information and methods below. Courthouse staff and the MoJ IT helpdesk cannot answer questions or resolve issues you may have regarding the PCU Wi-Fi.**

You can contact the PCU Wi-Fi Service desk:

By telephone

If you need to contact us regarding the PCU Wi-Fi service please call the Service Desk on the local rate number:

0845 600 6909

By e-mail

Alternatively, you can e-mail us using CJSM secure mail at:

pcu.wifi@bt.cjsm.net

ⓘ **Please note that BT can only answer questions relating to the PCU Wi-Fi service, and not your usage of your own equipment.**

Information you need to supply

If you are accessing the PCU Wi-Fi using the password and username method, please quote your name and the e-mail address you use to log on to PCU Wi-Fi in all communications with us. If you phone us relating to changes or problems with your PCU Wi-Fi account, we will ask you for the answer to your security question to confirm your identity.

If you are using a government issued device that does not require you to enter a username or password to access the Wi-Fi, please make this clear to our Service Desk staff at the start of the call, together with the details of what you are trying to access.

In the event of any difficulty with the PCU Wi-Fi service, please provide as much information as possible so we can help you resolve the problem as quickly as possible, such as:

- Any error messages encountered

- When you started experiencing the issue
- When the service was last working for you

Opening hours

The Service Desk is open to receive calls as follows:

- 08:00-20:00 Monday to Friday
- 08:00 to 17:00 Saturdays and Bank Holidays (<u>excluding</u> Good Friday and Christmas Day)

Our service levels are as follows:

- User registration set up requests – processed within 1 working hour of receipt of
- Faults affecting an individual PCU Wi-Fi user – resolved within 8 working hours
- Any significant failure affecting the courthouse – resolved within 5 hours

14.   Frequently asked questions

Do I have to pay for the service?

No. The service is free to those authorised to access it.

Can anyone in the courthouse set me up with access?

No. The service is not administered by anyone in the courthouse. It is a service managed by BT. As such it is essential that if you need to register for a password to access the service, then you do so in advance of attending the courthouse.

How long does it take to process my request for access?

We aim to setup a new user on the system within one working hour of receipt of the e-mail containing the required details.

What is the name of the Wi-Fi service that will appear on my device?

The service will advertise itself on your device as **PCU-WiFi**.

I operate at different courthouses. Do I have to apply for all the sites I work from?

No. Once you are registered, you can use the service in any criminal courthouse building in England or Wales where PCU Wi-Fi has been installed.

Why do I have to register for Wi-Fi access using a recognised e-mail account?

PCU Wi-Fi is not available to the public, only to criminal court professionals.

We therefore need to establish your entitlement to use the Wi-Fi. A Recognised e-mail address is an effective and efficient means of doing this as you will have provided your professional credentials when you applied for your recognised e-mail account.

How do I apply for a recognised e-mail account if I don't have one?

If you use CJSM: Visit **https://www.cjsm.net** and click the *Apply Now* button.

If you use eJudiciary: Contact the eJudiciary Service Desk **support@ejudiciary.net**

What if a defendant wishes to defend themselves? Can they access the Wi-Fi?

Yes. They will need to request access via a court representative who will place the request via CJSM on their behalf, providing the same details as for any user PLUS the duration of access required.

Why do I have to supply a secret question and answer?

We need a means of confirming your identity if you ring up for assistance. This ensures we only give information to the correct person.

Why don't you just use a PIN rather than a secret question?

If we used a PIN approach, we have no means of prompting you what that PIN might be should you struggle to remember it several months down the line.

Can the public or press be given access?

No. The service is for court professionals only. It is not a public service.

Can I share my PCU Wi-Fi account details with colleagues?

No. You should <u>never</u> share your account details with other people. As well as your account potentially being misused by others, you will be breaching the terms and conditions for the service and your account may be suspended if you do so. If you suspect your account details have become known, change your password immediately and notify the Service Desk.

Can I use PCU Wi-Fi for personal use (e.g. during court recess?)

The service is provided for <u>professional</u> court users to use in the capacity of conducting their professional court business. For example, users may use the service to access and respond

to their professional emails in order to use their time at the courthouses between court hearings.

The service should not be used to conduct non court related activity e.g. accessing football results, or to buy from retail sites, or to stream from media sites etc. This could dramatically impair the service for other users.

Are there any restrictions on the sites I can access?

Yes. We block certain classes of Internet content where we believe them to be incompatible with the purpose of the service (such as "adult" content, and gambling). If you access such sites, you will receive a message similar to this:

This website is blocked by your network operator.

If you feel you have received this message in error, please contact your network operator with the following information:

URL: http://www.ladbrokes.com/
Category: Gambling

Is my use of the system monitored?

BT does not monitor or report on individual user activity on the PCU Wi-Fi service.

However, BT performs monitoring activities necessary to preserve the integrity and performance of the service, and reports on such activities to the MoJ at a courthouse summary, but not individual user activity level.

What browsers are supported?

The service has been tested with all commonly used and current browsers.

If you are using an old/obsolete browser such as Internet Explorer 6 or 7, and experience any issues with the "splash" or other screens shown in this document, please retry with a current browser.

When I connect and open my browser, I get a "website cannot be displayed" message and the splash screen does not appear. Why is this?

There are two circumstances under which you might receive this message, and in both cases, you should simply type any publicly accessible HTTP website into your address bar (e.g. http://www.bbc.co.uk) and the splash screen will be displayed as normal:

1. The home page of your browser is not accessible from the internet. For example, because your home page is a corporate Intranet page that you would usually access through a secure business network connection.

2. The home page of your browser is a secure (HTTPS) page. For example, the Google home page is now HTTPS by default.

When I connect to PCU Wi-Fi from my Blackberry or Android device, I receive a certificate error relating to a domain name mismatch. Is it safe to proceed?

Yes, it is safe to proceed.

For information purposes only the reason this occurs is our service requires the use of a browser which supports a feature known as Server Name Indication (SNI). Older Blackberry devices running Blackberry OS 7 and below; Android devices running v2.x (e.g. Gingerbread) and below; and some other obsolete browsers (e.g. Internet Explorer 6/7 running on Windows XP); do not support SNI and will give a certificate error which you can safely ignore on our site.

Blackberry OS 10, and Android Honeycomb (v3.x) and above, support SNI and do not give the error.

It should be noted that on a corporate Blackberry, your administrator may have chosen to prevent you overriding certificate errors. If this is the case, you will not be able to log on to PCU Wi-Fi unless that restriction is removed. An affected Blackberry will show a message similar to this:
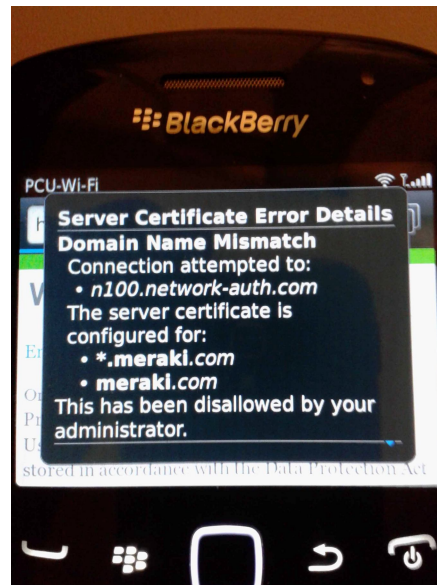
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