Policies & Information

www.winstonnet.com
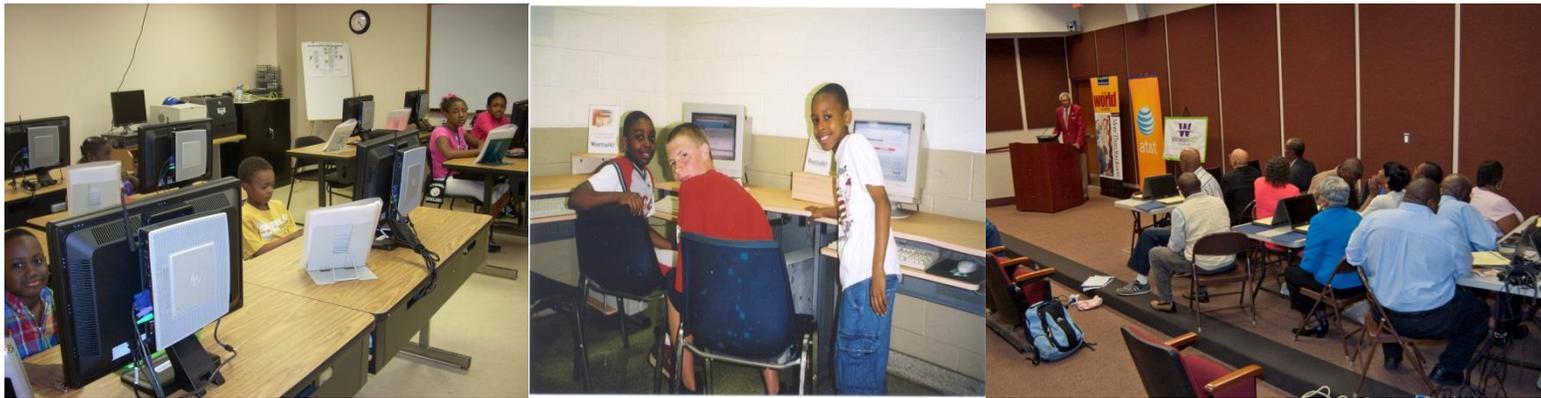
WinstonNet is a 501c3 non-profit organization focused on Digital Inclusion. Our vision is:

1. To close the "digital-divide" in Winston-Salem/Forsyth County (WS/FC) by ensuring every resident has affordable and convenient access to the Internet and basic computer literacy skills to participate in the 21st century economy. Committed to anywhere and anytime access in WS/FC, WinstonNet will use its resources, experience and leadership to collaborate and partner with the community on programs and projects that improve access, affordability and training for residents to improve their lives, and foster community and economic development in WS/FC.

2. To ensure the availability of exceptionally fast, reliable and affordable internet connectivity uniformly across W-S/FC to provide a competitive advantage for our member institutions, business, education, government and our citizens.

WinstonNet provides the following:

- Computer and high speed Internet access at neighborhood locations
- Computer learning classes through partnering programs
- Wireless connection (hotspots) at WinstonNet lab locations

Contact Info:

Technical Support: **SupportDesk@email.winstonnet.org** **or call (704) 900-1157**

WinstonNet Email: **info@email.winstonnet.org**

WinstonNet Mailing Address: **411 N. Cherry Street, Winston-Salem, NC 27101**

Frequently Asked Questions:

1. **Will there be someone on-site at a computer center that can help me?**
   Yes—each recreation center, library, Community Knowledge Center, and other computer labs have someone trained to provide supervision and assistance in the lab. For recreation center assistance please ask for the Computer Center Supervisor.

2. **How do report a hardware problem at my computer lab site?**
   Check with your lab supervisor first to report a problem. WinstonNet has contracted with JCMR Technology to provide support in each of the computer labs. You can submit an email to the helpdesk - **SupportDesk@email.winstonnet.org.** Please include your name, email address, phone number and information on the problem you are experiencing. They can also be reached by phone at **(704) 900-1157.**

3. Is there free computer training available?
   Many locations offer training classes. Please check with the Computer Center Supervisor or check out available classes at **Computer Training Bridge**.

   Forsyth County Public Library – Computer Training Bridge
   The Forsyth County Public Library has partnered with WinstonNet to offer a coordinated group of computer classes in our community through the Computer Training Bridge program. The Computer Training Bridge recruits, trains and places volunteer Computer Coaches in WinstonNet labs to teach beginning to intermediate level classes.

   If you are a site supervisor and know of someone who is interested in becoming a Computer Coach at your WinstonNet lab, the Computer Training Bridge Coordinator is available to train volunteers at your location and provide them with resources needed to make the class a success. Email the coordinator: smithrf@forsyth.cc or call directly at 703-2908.

   You can assist community members in registering for classes by going to the website: **www.forsythcomputertraining.org** and searching by category for classes. You can sign someone up directly or provide them with a printout of classes.
   Every month, paper calendars are distributed throughout the community at all libraries, recreation centers and community knowledge centers.

4. **How do I contact someone at WinstonNet?**
   Please send an email to **info@email.winstonnet.org**

5. **How much does it cost?**
   There is no cost—All WinstonNet services (computers and WiFi hot spots) are free to the public.

Free Computer Training Is Available

Computer Training Bridge

The Forsyth County Public Library has partnered with WinstonNet to offer a coordinated group of computer classes in our community through the Computer Training Bridge program. The Computer Training Bridge recruits, trains and places volunteer Computer Coaches in WinstonNet labs to teach beginning to intermediate level classes.

If you are a site supervisor and know of someone who is interested in becoming a Computer Coach at your WinstonNet lab, the Computer Training Bridge Coordinator is available to train volunteers at your location and provide them with resources needed to make the class a success. Email the coordinator: smithrf@forsyth.cc or call directly at 703-3079. You can assist community members in registering for classes by going to the website: www.forsythcomputertraining.org and searching by category for classes. You can sign someone up directly or provide them with a printout of classes.

WinstonNet Public Computers and Wireless Security Access Policy

Purpose

The purpose of this policy is to define standards, procedures, and restrictions for connecting to WinstonNet's wireless network(s) or related technology resources via any means involving wireless technology. This can include, but is not limited to, access from the following:

- External access via remote access technology (Support vendor using a third party router to connect to WinstonNet's Virtual Private Network)

- Wireless access to the internet via WinstonNet's public access (also known as "hotspots") using smartphones , tablets , or laptops

- This policy applies to any equipment used to access WinstonNet's resources, even if said equipment is not WinstonNet-sanctioned, owned, or supplied.

The overriding goal of this policy is to protect WinstonNet's technology-based resources (such as data, computer systems, networks, databases, etc.) from unauthorized use and/or malicious attack that could result in loss of information, damage to critical applications, and damage to our public image. Therefore, all users employing wireless methods of accessing WinstonNet's technology resources must adhere to WinstonNet-defined processes for doing so.

Scope

This policy applies to all WinstonNet part-time staff, contractors, freelancers, end-users and other agents who utilize WinstonNet publicly accessible computers and personal devices to access published applications via WinstonNet's wireless network. Wireless access to WinstonNet's enterprise network resources is a privilege, not a right. Consequently, access to any WinstonNet publicly accessible network does not automatically guarantee the granting of wireless access privileges.

Only a member of WinstonNet's management team can authorize installation of new wireless access points or routers within WinstonNet's PCC labs. A Non-sanctioned installation of wireless equipment or use of unauthorized equipment WinstonNet resources is prohibited.

This policy is complementary to any previously implemented policies dealing specifically with network access and remote access to WinstonNet enterprise network.

WinstonNet Wi-Fi Acceptable Use Policy

The WinstonNet Wi-Fi Service is a free wireless internet service (Service) provided to the Winston-Salem community and visitors to the area.

By using the WinstonNet's Wi-Fi Service, you acknowledge and agree to follow this Acceptable Use Policy and the terms of this Policyas stated herein. Your violation of this Policy may result in the suspension or termination of your access to the Service and/or other actions including but not limited to cooperation with legal authorities and/or third parties involved in the investigation of any suspected or alleged crime or civil wrongdoing.

As a user you understand that this is an unsecured and unencrypted connection to the internet unless you use a VPN connection. It is highly recommended users run firewall and antivirus software on their PC or other device used to access the internet.

Indemnification

You agree to indemnify, defend, and hold harmless the WinstonNet and its affiliates, officers, employees, agents, suppliers, sponsors or other partners from any and all third party claims, liabilities, costs, and expenses, including reasonable attorneys' fees, arising from your use of the Service, your violation of this Agreement, or your violation of any rights of another.

The WinstonNet Wi-Fi Service Acceptable Use Policy:

1. Using the Service to transmit any material that, intentionally or unintentionally, violates any applicable local, state, national or international law, or any rule or regulations promulgated thereunder.
2. Using the Service to harm, or attempt to harm other persons, businesses or other entities.
3. Using the Service to transmit any material that threatens or encourages bodily harm or destruction of property or harasses another.
4. Using the Service to make fraudulent offers to sell or buy products, items, or services or to advance any type of financial scam.
5. Adding, removing, or modifying identifying network header information in an effort to deceive or mislead is prohibited. Attempting to impersonate any person by using forged headers or other identifying information is prohibited.
6. Using the Service to transmit or facilitate any unsolicited commercial email or unsolicited bulk email.
7. Using the Service to access, or to attempt to access, the accounts of others, or to penetrate, or attempt to penetrate, security measures of WinstonNet Wi-Fi Service or another entity's computer software or hardware, electronic communications system or telecommunications system, whether or not the intrusion results in the access, corruption or loss of data.
8. Using the Service to transmit any material that infringes any copyright, trademark, patent, trade secret, or other proprietary rights of any third party, including, but not limited to, the unauthorized copying of copyrighted material, the digitization and distribution of photographs from magazines, books or other copyrighted sources, and the unauthorized transmittal of copyrighted software.
9. Using the Service to collect, or attempt to collect, personal information about third parties without their knowledge or consent.
10. Reselling the Service.
11. Using the Service for any activity which adversely affects the ability of other people or systems to use the WinstonNet Wi-Fi Service or the Internet. This includes "denial of service" (DoS) attacks against another network host or individual user. Interference with or disruption of other network users, network services or network equipment is prohibited. It is your responsibility to ensure that your network is configured in a secure manner.
12. Using your personal account for high volume or commercial use is prohibited. The Service is intended for periodic, active use of email, newsgroups, file transfers, Internet chat, messaging, and browsing of the Internet. You may stay connected so long as you are actively using the connection for the above purposes. You may not use the Service on a standby or inactive basis in order to maintain a

connection. Accordingly, the WinstonNet maintains the right to terminate your connection following any extended period of inactivity.

Disclaimer of Warranties and Limitation of Liability

LIMITATION OF LIABILITY. You assume total responsibility for use of the Service and the Internet and access the same at your own risk. The WinstonNet and its affiliates, officers, employees, agents, suppliers, sponsors or other partners, has no responsibility whatsoever for the content accessible or actions taken on the internet and the WinstonNet Wi-Fi Service network, and shall not be liable to you for any direct, indirect, incidental, special or consequential damages of any kind including but not limited to any loss of use, loss of business, and/or loss of profit, arising out of or related to this terms of service. Under no circumstances will the WinstonNet and its affiliates, officers, employees, agents, suppliers, sponsors or other partners of the WinstonNet Wi-Fi Service be liable to you or any third parties for any amount.

DISCLAIMER OF WARRANTIES. The Service is provided on an "as is" and "as available" basis. The WinstonNet and its affiliates, officers, employees, agents, suppliers, sponsors or other partners, makes no warranty of any kind, written or oral, statutory, express or implied, including any warranty of merchantability, infringement, or fitness for a particular purpose. No advice or information given by WinstonNet and its affiliates, officers, employees, agents, suppliers, sponsors or other partners of the WinstonNet Wi-Fi Service shall create a warranty. The WinstonNet and its affiliates, officers, employees, agents, suppliers, sponsors or other partners does not warrant that the Service will be uninterrupted, error-free, or free of viruses or other harmful components.

REVISIONS TO THIS ACCEPTABLE USE POLICY. Representatives of the WinstonNet Wi-Fi Service reserve the right to revise, amend, or modify this Policy, other policies and agreements at any time and in any manner. Notice of any revision, amendment, or modification will be posted in accordance with the Internet Service.