CONNECTING DEVICES TO THE WIFI NETWORK

Quick start guide for residents

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Quick start guide for residents

Introduction
The following document describes how to connect to the UCSD Graduate & Family Housing WiFi network and create a Personal Area Network (PAN). A PAN is a secure and encrypted portion network, where all of your personal devices can interconnect and enables features such as file sharing, printing, screen mirroring, etc. Key advantages for using SSO and setting up your PAN include easier device connectivity, management, and security.

Creating your Personal Area Network
Follow the steps below to create your PAN the first time you connect to the WiFi network. Use an Internet browser equipped device such as a laptop or smart phone to create your PAN.

Note: You will need to renew your PAN every 90 days. A renewal notification will appear on your device's web browser when you try to connect after 90 days. You will need to re-authenticate on that device (or another with a browser), which will renew your PAN and the session for all other devices connected to your PAN.

Step 1: Select your WiFi network
Connect to the wireless network for your home service area: **graduatefamilyhousingresident**
Passcode: **gfhresident**

Step 2: Log in
Once connected to the wireless network, your device will automatically load the Log in page. Make sure you accept the Terms of Service before selecting "Log in" to continue.
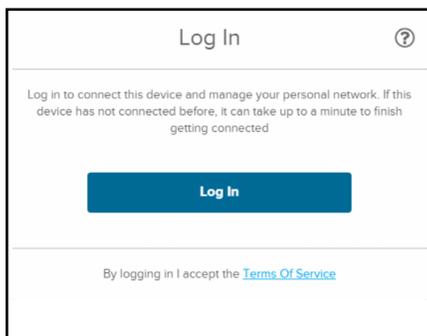
If the Log in page does not automatically load after 30 seconds, open your device's web browser and enter a non-encrypted url (such as "neverssl.com" or "charter.guestinternet.com") in the navigation bar. This will redirect your web browser to the Log in page.

Step 3: Sign In to UCSD using Active Directory
When prompted, enter your UCSD Active Directory credentials (the same as you would use to check your email). If you experience an issue with your Active Directory credentials, contact the ITS helpdesk at **858-246-HELP (4357)**.

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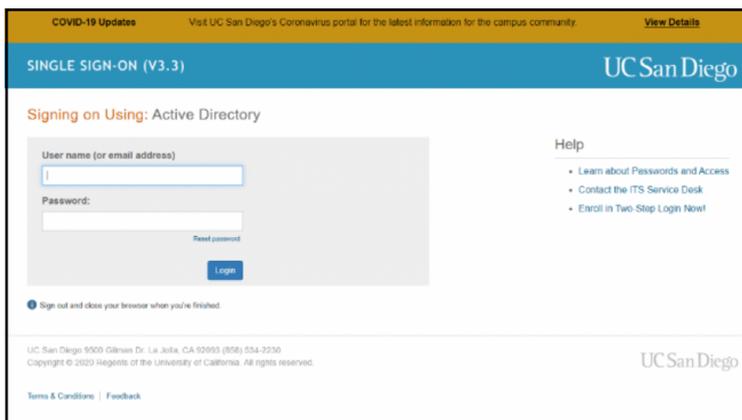
Note: If you are using an Android device and experiencing issues with receiving the two-step authentication prompt, refer to Blink as a resource for downloading two-step passcodes.

Step 4: Select the home residence building and create the PAN network
From the drop down menu, select your building and click "Continue."
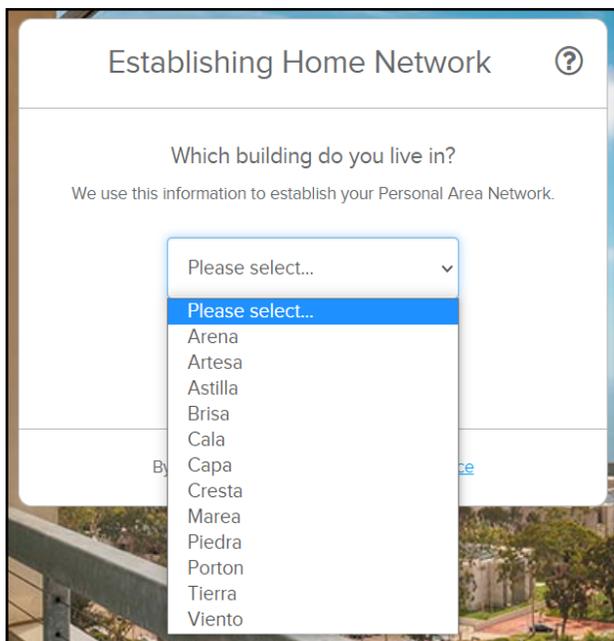
Note: Initial authentication may take up to one minute. If your device does not connect after one minute, please disconnect and reconnect to the WiFi network.

Once your PAN has been created and you are fully connected, you can add or remove personal devices from your PAN from the "click here" link at the bottom of the connection screen. See the sections below for more information about adding devices to your PAN.
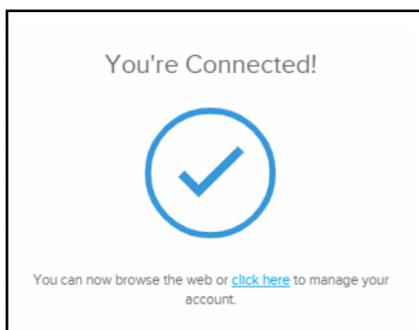
Adding new computers, phones and tablets to your network
Follow steps 1 to 3 above to add a new device that has an Internet browser such as phone, tablet or computer.

Note: You can have up to 20 concurrent devices connected to the same PAN. Personal routers are not permitted. Installing personal WiFi access points, modifying or tampering with equipment is prohibited as it can interfere with the availability of WiFi in your unit and can result in the loss of WiFi service to you and other residents in the building.

Adding devices without Internet browsers to your network

If you are setting up a new device that does not have an Internet browser such as a printer or gaming console, you will need to use the device's MAC address.

Note: The MAC address is typically found on the back of the device or within the device settings/system information. For more information, please refer to Find your device's MAC address section below, or consult the device's user manual.

Step 1: Sign in

From an Internet connected computer (or another device with a web browser), navigate to https://managemydevices.com/rq09112. Follow the prompts and enter your UCSD Active Directory credentials to connect.

Step 2: Add devices to your PAN

1. Once connected, click on the "click here" link to manage your devices.
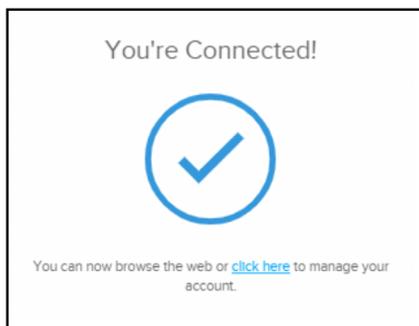
2. Select "Add New Device."
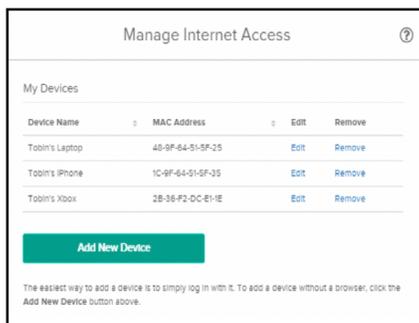
3. Enter a nickname for your device and its MAC address.

    a. If you are unable to find your device's MAC address, refer to the help section below on how to find the MAC address.

    b. Click "Create" to finish adding the device.

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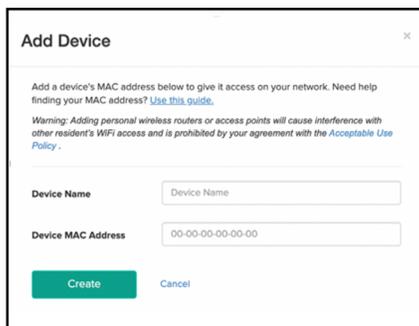
Step 3: Connect to the WiFi network
Once the device is registered, follow the manufacturer instructions to connect your device to the following WiFi network:
graduatefamilyhousingresident

If you have questions about managing your PAN, please contact the Spectrum support line at **866-204-8493.**

FAQs
What if I visit someone in another building? Can I still print to my wireless printer a building over?
This will depend on the home service area your building of residence is in. There are three home service areas: Mesa Nueva, Nuevo East or Nuevo West. If you visit a building that is in the same home area as your residence (for example, if your home area is Mesa Nueva and you visit another apartment at Mesa Nueva), then you will automatically be connected to your PAN and will be able to print to your wireless printer. If you visit a building that is outside of your home service area (for example, a resident from Mesa Nueva, visiting someone at Nuevo East), you will need to re-authenticate to the network and will not be able to access your printer. The system will add you as a visiting guest and the session will expire after 24 hours.

What if I move to another home service area or select the wrong one during initial setup?
Please call the Spectrum UCSD support line **866-204-8493** explaining that you have moved to a different home service area.

How long will my devices stay connected to my PAN and how often do I need to re-authenticate?
The PAN creation is done only one time (per building you live in). Devices stay connected to your PAN for 90 days. After 90 days you will need to re-authenticate on only one of your devices, in order to renew the session for all of the devices connected to your PAN.

What credentials should my family use to connect?
The primary UCSD student will need to sign in using their Active Directory credentials and then add all of their additional occupants' devices to the PAN. After this initial step, all residents will have access to your PAN and will not require your log-in details again.

What if my device, which does not have an Internet browser, loses WiFi connectivity?
Try to connect using a device with a browser. If your 90-day connection period has ended, you will see a notification on the browser-based device and be able to renew your connection. If it has ended, re-authenticate on the device with the browser. This will automatically renew the connection for all other devices in your PAN. If the device is still not connected, confirm it is in your PAN by navigating to this link: https://managemydevices.com/rq09112. If the device is already in your PAN, follow the device's process for connecting to the Internet.

If I am already connected to WiFi, how do I get back to the screen to add devices to my PAN?
To manage devices in your PAN at any time, go to https://managemydevices.com/rq09112. If you still can't connect, please call the Spectrum UCSD support line at **866-204-8493**.

What if I am not receiving the two-step authentication prompt after signing in with my Active Directory credentials?
If you are using an Android device and experiencing issues with receiving the two-step authentication prompt, refer to Blink as a resource for downloading two-step passcodes.

How to get help
If you experience issues with your Active Directory credentials, please contact the ITS helpdesk at **858-246-HELP (4357)**.

If you experience issues with any of the pages associated with the WiFi, please contact Spectrum's UCSD specific helpline at **866-204-8493**.

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Find your device's MAC address

The MAC address may be displayed on your screen during your first-time set up. If you have already set up a device, you can usually find its MAC address within Settings or System Information. If a device has multiple MAC addresses and you are connecting it to WiFi, use the wireless MAC Address.

Apple TV
1. Select Settings.
2. Select General > About.
3. The MAC Address is listed as either Wireless ID or Ethernet ID.

You can also find both the Wireless ID and Ethernet ID on the UPC label on the bottom or back of your Apple TV box, next to the serial number.

ROKU
1. From the home screen, select Settings.
2. Select About.
3. The MAC address will be listed on your screen.

XBOX ONE
1. Go to My Games and Apps.
2. Select Settings.
3. Select Network.
4. Select Advanced Settings.
5. The MAC address will be listed on your screen.

PS4
1. Select System.
2. Select System Information.
3. The MAC address will be listed on your screen.

Kindle Fire
1. From the home screen, select Settings.
2. Tap More > Device.
3. Scroll down to find the MAC address.

Chromecast
1. Open the Chromecast app.
2. Select the device for which you are attempting to locate the MAC Address.
3. Tap Settings.
4. Scroll down to Information to view the selected device's MAC Address.

Google Home
1. Open the Google Home app.
2. Select the device for which you are attempting to locate the MAC Address.
3. Tap Settings.
4. Scroll down to Information to view the selected device's MAC Address.

For all other devices, please refer to the user instruction manual included with the device.

About Spectrum Enterprise

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