Spectrum FAQ

Q: Why do I keep getting redirected to authenticate with SSO on my smartphone, and how do I stop it from happening?

Apple Devices:
iOS 14 has a new feature called Private Address. This causes your device to use a different MAC address for each network connection. Your PAN is reliant on static MAC addresses. Turn off private address for the graduatefamilyhousingresident network to avoid having to reauthenticate:

1. Open the Settings app, then tap Wi-Fi.
2. Tap the information button next to the graduatefamilyhousingresident network.
3. Tap the Private Address toggle to turn the feature off specifically for this network.

Note: These settings will only be saved for your graduatefamilyhousingresident network and your iOS device will continue to protect your privacy by using a Private Address when connecting other networks.

Android Smartphones:
Some Androids have a security feature that causes the device to present different MAC addresses for each network connection. Your PAN is reliant on static MAC addresses, so it is important to use the device’s actual MAC address when connecting to the graduatefamilyhousing network. Take the following steps to change your device settings to “use device MAC”:

1. Open Settings
2. Select Network and internet
3. Select Wi-Fi
4. Tap the gear icon next to the current connection
5. Select Advanced
6. Select Privacy
7. Select Use device MAC

Q: I receive a “502” error when I try to get connected to the Wi-Fi. Why can’t I connect?
The 502 error indicates you are not in the correct UCSD access group. This usually because you are not primary lease holder or you were not automatically placed in the correct access group.
If you are not the primary lease holder, the primary lease holder can sign in on your devices and/or add your devices to their PAN. After this initial step, all residents will have access to the PAN and will not require future log-in.

If you are the primary lease holder, please call the ITS helpdesk at 858-246-HELP (4357) during business hours, so they can add you to the appropriate group.

Q: How do I add devices to my PAN?
To manage devices in your PAN at any time, go to https://managemydevices.com/rq09112.

Q: Why is my Ethernet connection not working?
Many newer devices do not have an ethernet port and require the use of an adapter (commonly called a dongle). These adapters have their own MAC address, so the network does not recognize your connection. In order to use the ethernet with your adapter, the device must be added to your PAN (can be added here: https://managemydevices.com/rq09112).

Q: How to locate your MAC address for an Ethernet adapter:
If you are using an adapter to physically connect your PC/Mac to the Ethernet port in your room, you must add the MAC address to your PAN portal. Please note this will be a different MAC address from your Wireless adapter.

For Windows:
1. Click Start, then Run. (or type in search bar on windows 10)
2. Type cmd
3. Press Enter
4. At the prompt, type the following: ipconfig /all
5. Press Enter.
6. The MAC address will appear under the Ethernet Adapter field as the physical address.

For Macintosh: (OS 10.5 and higher)
1. From the dock, select System Preferences.
2. Select the Network applet.
3. Select Ethernet from the left hand side.
4. Click on Advanced from the lower right.

For OS X 10.8 or 10.9:
I. Select the Hardware tab.
II. The MAC Address should be listed.

For other OS X:
I. Select the Ethernet tab.
II. The number next to Ethernet ID is your MAC Address.