CONNECTING TO WIFI

- Turn on your device’s WiFi and select “Mesa Nueva Resident” in the list of available networks.
- When prompted for a password, type in mesanuevaresident.
- Open your browser and attempt to go to any website.
- You will be redirected to a website where you will be asked for your PAN username and password credentials. These will be provided at move-in. If this does not work, you may need to follow the directions to “add your device” first. See below. Depending on your browser settings you may see a security alert when being redirected - please click “continue to website.”
- Follow the screen prompts to get your device authenticated.

ADD YOUR DEVICE

- Go to charter.guestinternet.com.
- Enter your PAN username and password credentials.
- For location select “Mesa Nueva UCSD”.
- Follow the prompts to add your devices (i.e., laptops, smart tv, home hubs, phones, etc) MAC address.
- Once added try the “Connect to WiFi Network” steps again.

GUEST INTERNET

Guests can connect to WiFi by selecting “Mesa Nueva Guest” in the list of available WiFi networks.

No password is required.

VPN

Spectrum Community Solutions does not provide a VPN option, but if you have a VPN from another location the WiFi will accommodate it.

NETWORK SECURITY AND VERSION

Devices in your personal group will be able to communicate with each other, but no other users on the group will be able to "see" your devices. Credentials are required to join the network.

The WiFi equipment installed in your unit utilizes the 802.11a/b/g/n on both the 2.4GHz and 5GHz bands. While your devices will connect and run regardless of what version of WiFi they use, the fastest speeds will be obtained with those devices that also have 802.11n capability.

PERSONAL ROUTERS

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.

NEED ASSISTANCE?

For WiFi connection issues or equipment call Spectrum 24/7 Tech Support: 866.204.8493

If it’s problems with username and password, email your Housing Office from your UCSD email.