Spectrum►
ENTERPRISE

SpectrumU

Trusted Authentication Quick Start Guide for Graduate Family Housing Residents

Contents

Introduction

Trusted Authentication allows users to sign on to SpectrumU through UCSD's Single Sign-On (SSO) portal using their UCSD Active Directory credentials. Which are the same as you would use to check your email.

This document outlines the sign on steps for,

1) Roku
2) Web Browsers
3) Mobile Devices (iOS and Android)
4) Kindle Fire Tablet
5) Apple TV

The advantages to using Trusted Authentication are that favorites, viewing history and settings are shared between devices and it enables SpectrumU to be viewed when the user is not using a Graduate Family Housing Resident network.   However, when not using the Graduate Family Housing Resident network, certain channels will be unavailable.

Please see the SpectrumU channel lineup section at the end of this document for a full channel listing and which channels would not be available when not using a Graduate Family Housing Resident network.

Roku

1) Go to the Roku Channel Store and download the Spectrum TV app.
2) When the Spectrum TV app is opened, it should display the SpectrumU Let's Get Started activation screen.
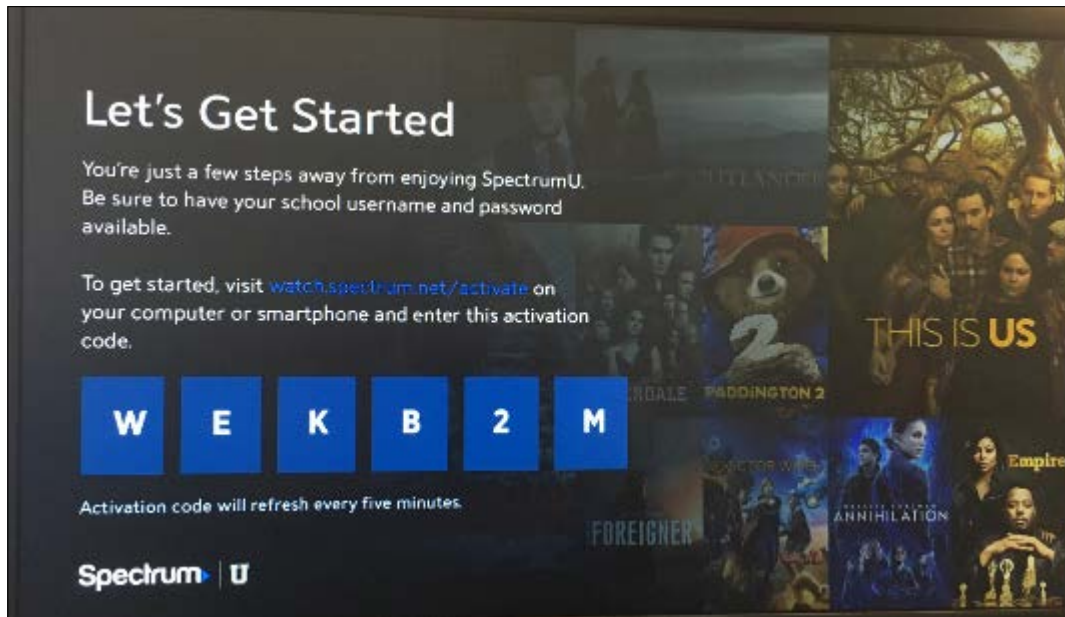

Figure 1 SpectrumU Activation Screen

If, when the app is launched, it asks for a User ID it may mean that the Roku is not connected to a Graduate Family Housing Resident network. Please go to Settings> Network> About and confirm that the Roku is connected to a Graduate Family Housing Resident network. If this issue persists, you may need to contact Spectrum Support at (866) 204-8493 for additional assistance.

1) From a computer or smartphone, visit watch.spectrum.net/activate, enter the activation code that's displayed on the Roku and click "Submit".
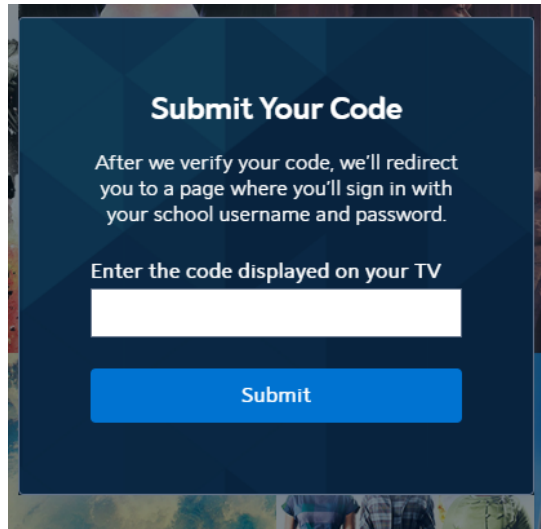

Figure 2 Submit Your Code Dialog

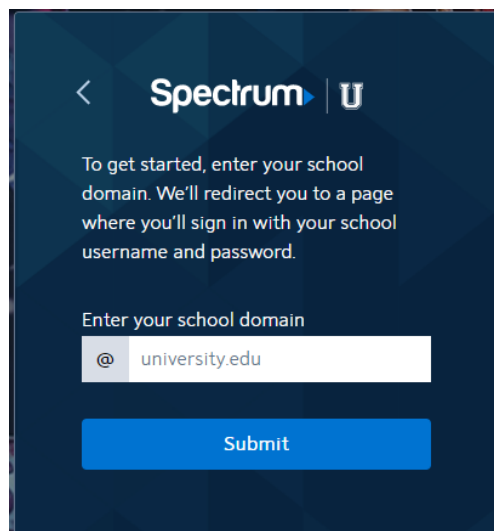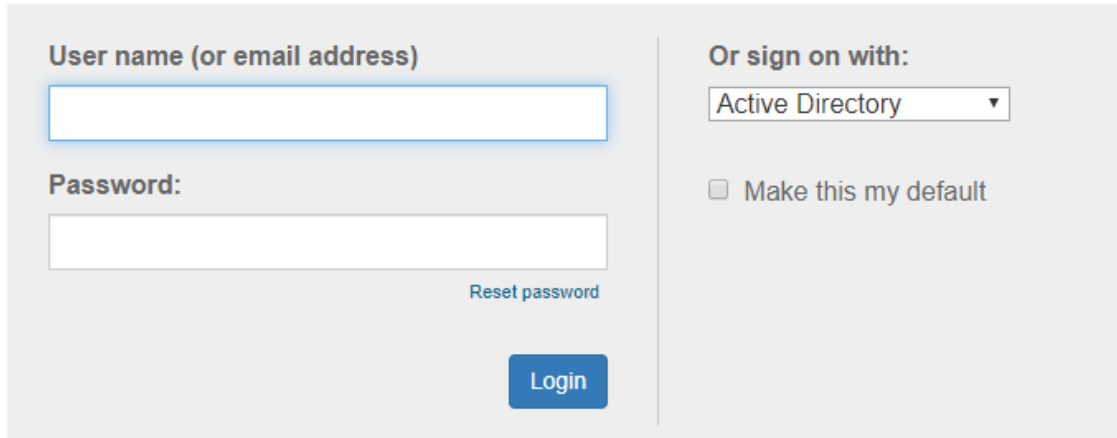2) In the Enter your school domain dialog, enter UCSD.edu and click on "Submit".

Figure 3 Enter your school domain

3) Once the activation code has been verified, you'll be redirected to UCSD's Single Sign-On portal, enter your Active Directory username and password and select Login.

Figure 4 UCSD's SSO Portal

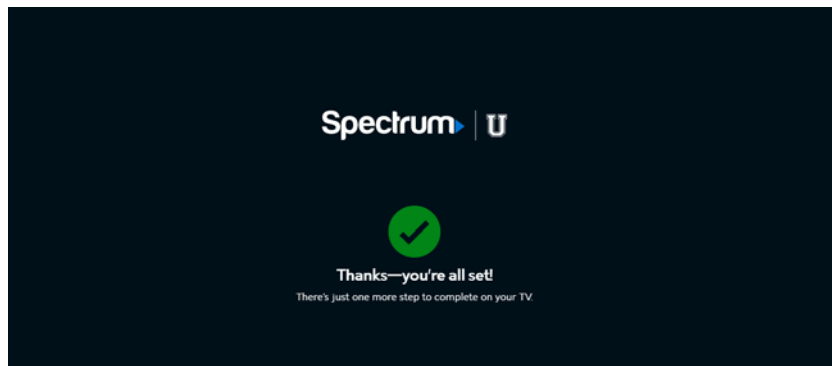4) After signing on, you will be redirected back to the activation page.

Figure 5 Page Confirming Successful Activation

5) After a few moments, the Roku will change from the activation screen to an End User License Agreement (EULA).   This screen is only shown the first time you use the Spectrum TV app.

Figure 6 EULA

6) After selecting Accept, the Welcome to SpectrumU screen will appear. Select Watch TV to open SpectrumU.

Figure 7 Welcome to SpectrumU Screen

After activation, the Spectrum TV app will automatically authenticate the next time it's launched, so you won't need to sign-on again until the authentication token expires in sixty days.

Browsers

1) Navigate to https://watch.spectrum.net/
2) You do not need to fill in a username and password here, instead go to the bottom of the "Sign In to Get Started" dialog, and click on "Sign In to SpectrumU".

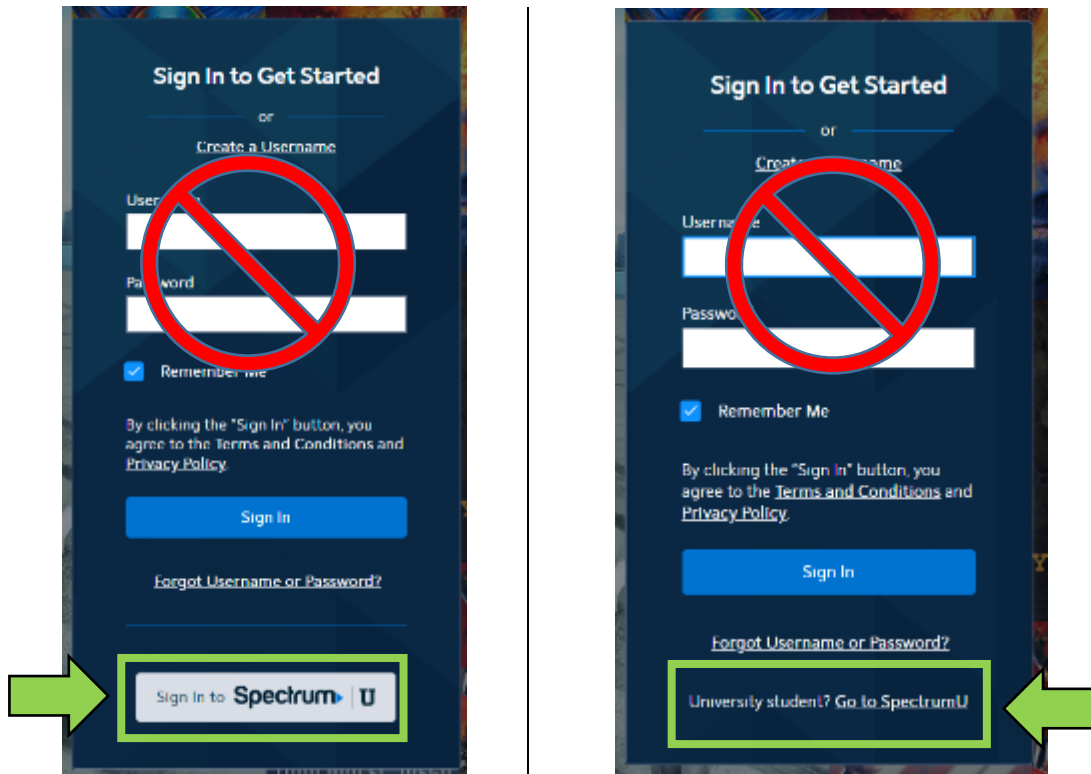   **Note**: This dialog may appear in one of the two ways shown below.

Figure 8 Sign In to Get Started Dialog

3) In the "Enter your school domain" dialog, enter UCSD.edu and click on "Submit".

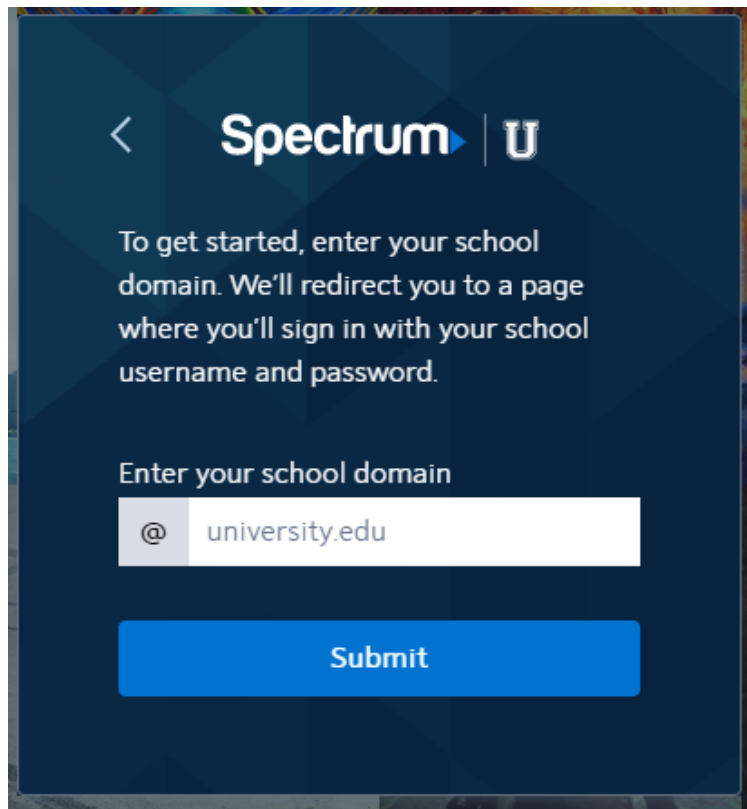
Figure 9 Enter your school domain

4) After clicking "Submit" you'll be redirected to UCSD's Single Sign-On portal, enter your Active Directory username and password and select "Login".

Figure 10 UCSD's SSO Portal

5) After signing on, you'll be redirected back to https://watch.spectrum.net/. Select "Continue" to open SpectrumU.
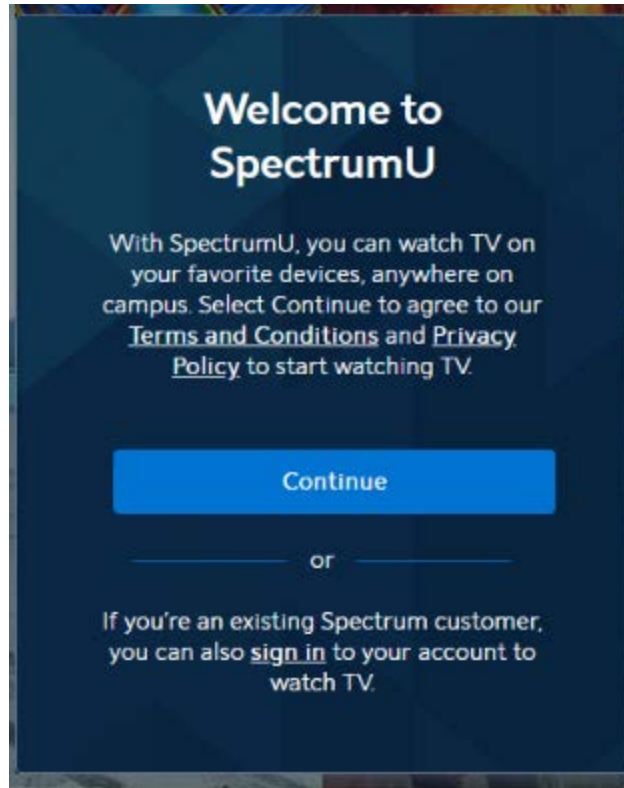

Figure 11 Welcome to SpectrumU Screen

After your first sign-on, SpectrumU will automatically authenticate on your next visit, so you won't need to sign-on again until the authentication token expires in 14 days.

After selecting Continue, you may see a banner at the top of the browser asking you to "Connect to Campus WiFi for More".
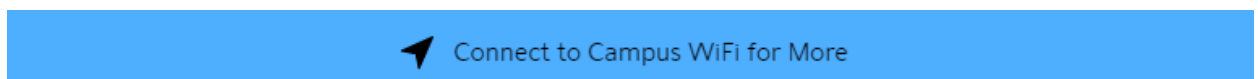
Figure 12 Connect to Campus Wifi message

This message indicates you are not using a Graduate Family Housing Resident network and, due to programming restrictions, some channels will be unavailable.

The full channel lineup will be available when you are connected to a Graduate Family Housing Resident network. If it looks like you are connecting to a Graduate Family Housing Resident network and you are still experiencing this message, please contact Spectrum Support at (866) 204-8493 for additional assistance.

Please see the SpectrumU channel lineup section at the end of this document for a full channel listing and which channels would not be available when not using a Graduate Family Housing Resident network.

Mobile (iOS and Android)

1) Go to the Apple App Store or Google Play Store and download the SpectrumU TV app. When the app is opened, it should display the "Let's Find Your School" screen.   Enter UCSD.edu and click on Submit.
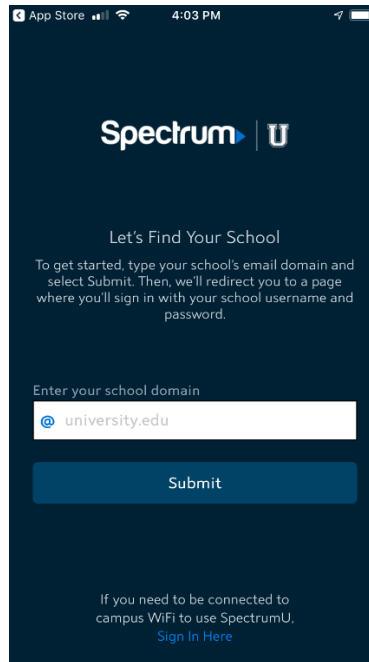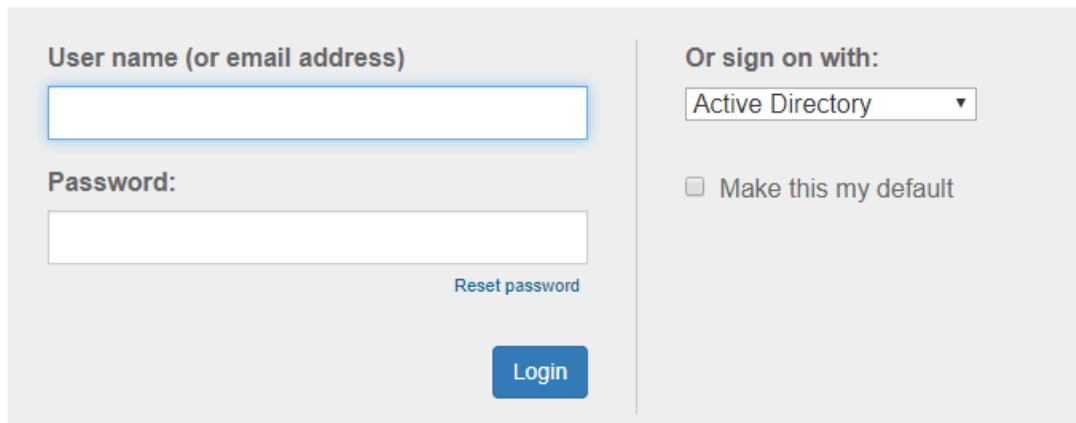

Figure 13 Let's Find Your School dialog

If, when the app is launched, it asks for a username and password, you may have downloaded the Spectrum TV app.   Please make sure you are using the SpectrumU app.

If you had previously downloaded SpectrumU, but the app is not working, check to see if you have the most recent version. Update the app if there is a newer version available.

2) After clicking Submit you'll be redirected to UCSD's Single Sign-On portal, enter your Active Directory username and password and select "Login".

Figure 14 UCSD's SSO Portal

3) After signing on, you'll be redirected back to the SpectrumU app. Select "Watch TV" to open SpectrumU.

Figure 15 Welcome to SpectrumU

After your first sign-on, SpectrumU will automatically authenticate the next time it's launched, so you won't need to sign-on again until the authentication token expires in 14 days.

If you see a banner at the bottom of the app asking you to "Connect to Campus WiFi" for more, this indicates you ae not using a Graduate Family Housing Resident network and, due to programming restrictions, some channels will be unavailable.
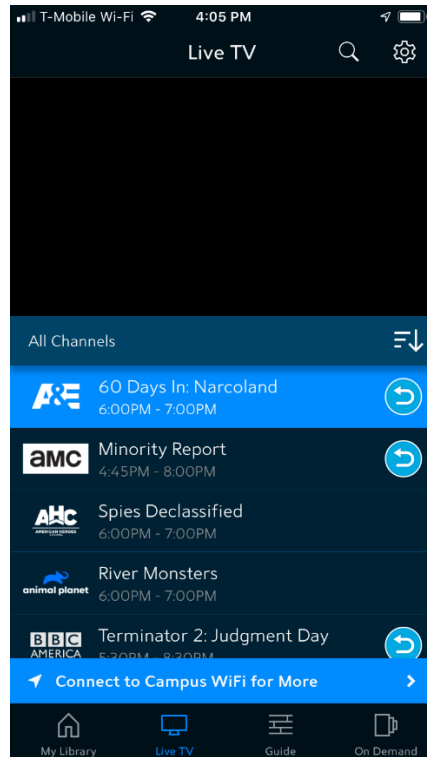
Figure 16 Connect to Campus Wifi message

The full channel lineup will be available when you are connected to a Graduate Family Housing Resident network. If it looks like you are connecting to a Graduate Family Housing Resident network and you are still experiencing this message, please contact Spectrum Support at (866) 204-8493 for additional assistance.

Please see the SpectrumU channel lineup section at the end of this document for a full channel listing and which channels would not be available when not using a Graduate Family Housing Resident network.

1) Go to the Amazon Appstore and download the SpectrumU TV app. When the app is opened, it should display the "Let's Find Your School" screen.   Enter UCSD.edu and click on Submit.
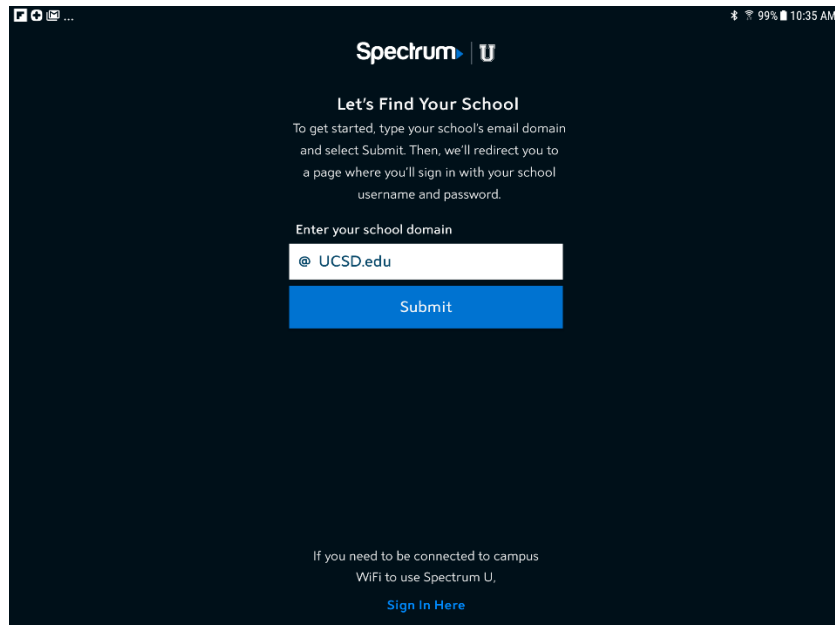
Figure 17 Let's Find Your School dialog

If, when the app is launched, it asks for a username and password, you may have downloaded the Spectrum TV app.   Please make sure you are using the SpectrumU app.

If you had previously downloaded SpectrumU, but the app is not working, check to see if you have the most recent version. Update the app if there is a newer version available.

2) After clicking Submit you will be redirected to UCSD's Single Sign-On portal, enter your Active Directory username and password and select "Login".

Figure 18 UCSD's SSO Portal

3) After signing on, you will be redirected back to the SpectrumU app. Select "Watch TV" to open SpectrumU.
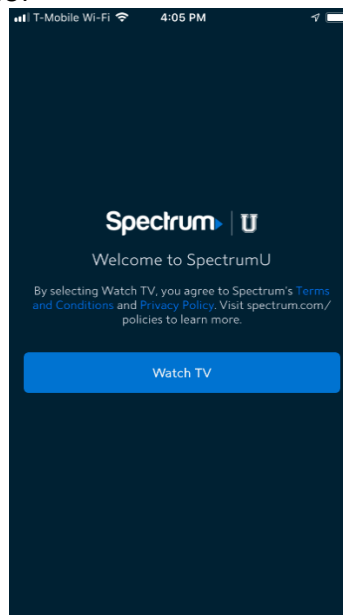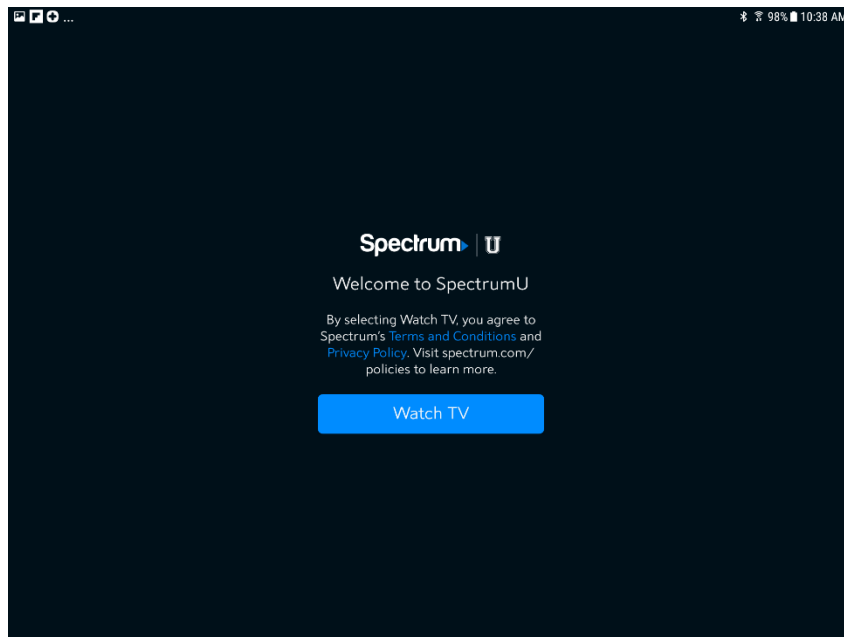

Figure 19 Welcome to SpectrumU

After your first sign-on, SpectrumU will automatically authenticate the next time it's launched, so you won't need to sign-on again until the authentication token expires in 14 days.

If you see a banner at the bottom of the app asking you to "Connect to Campus WiFi" for more, this indicates you are not using a Graduate Family Housing Resident network and, due to programming restrictions, some channels will be unavailable.
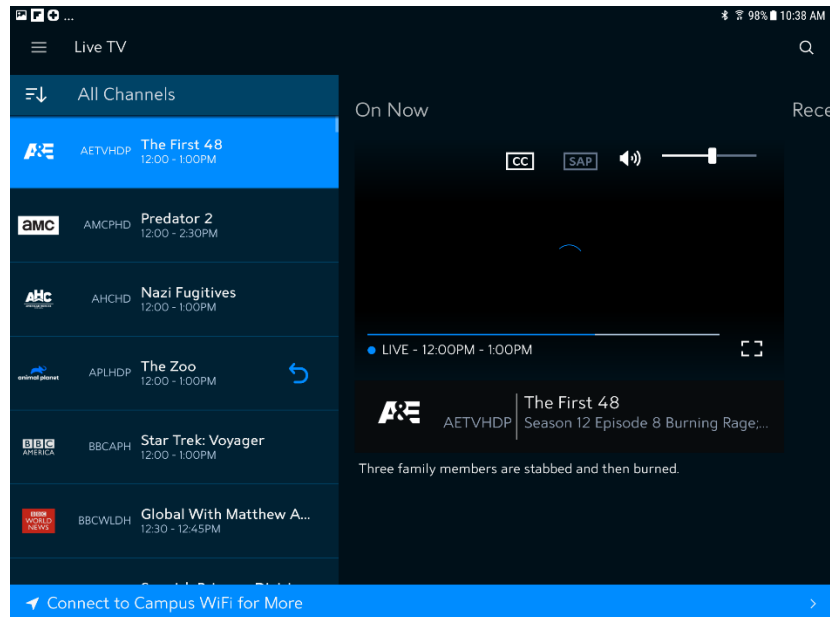
Figure 20 Connect to Campus Wifi message

The full channel lineup will be available when you are connected to a Graduate Family Housing Resident network. If it looks like you are connecting to a Graduate Family Housing Resident network and you are still experiencing this message, please contact Spectrum Support at (866) 204-8493 for additional assistance.

Please see the SpectrumU channel lineup section at the end of this document for a full channel listing and which channels would not be available when not using a Graduate Family Housing Resident network.

Apple TV

1) Go to the Apple TV App Store and download the SpectrumU TV app.
2) When the SpectrumU TV app is opened it will display the Let's Get Started activation screen.
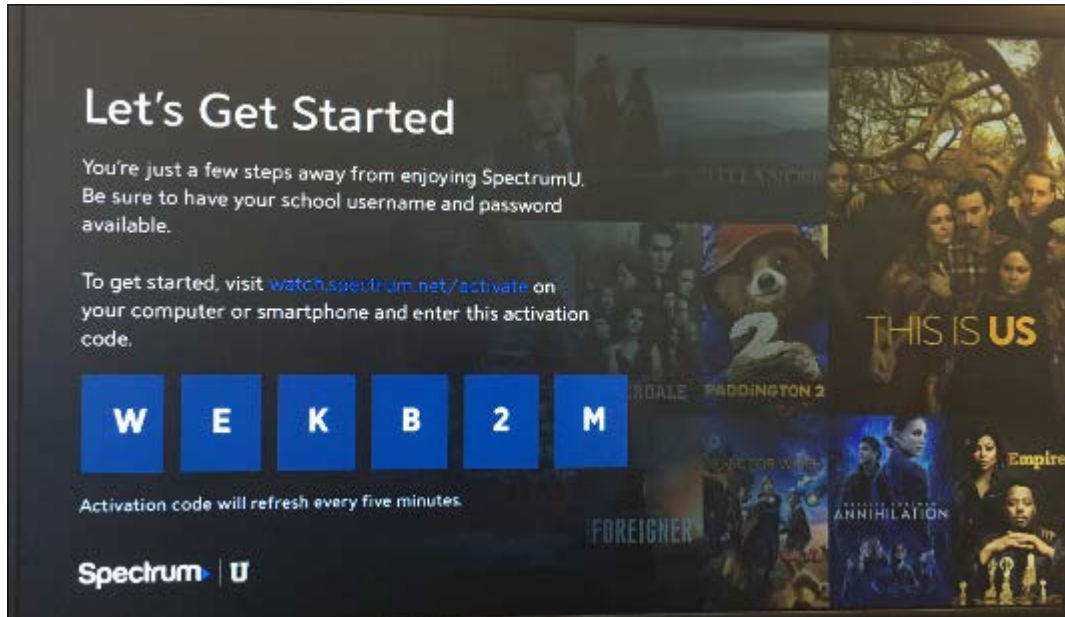
Figure 21 SpectrumU Activation Screen

3) From a computer or smartphone, visit watch.spectrum.net/activate and enter the activation code that's displayed. Click on "Submit".
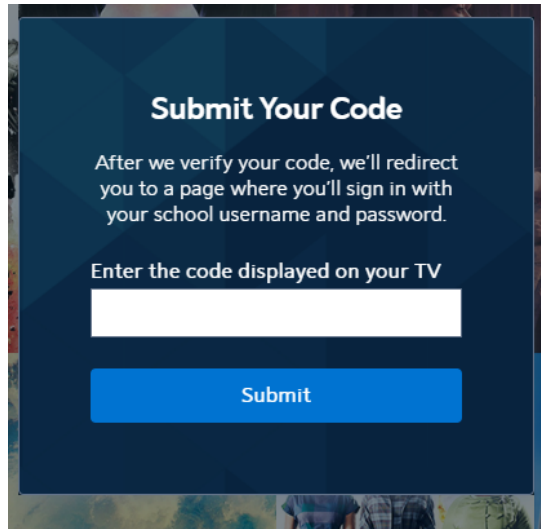
Figure 22 Submit Your Code Dialog

4) In the Enter your school domain dialog, enter UCSD.edu and click on "Submit".
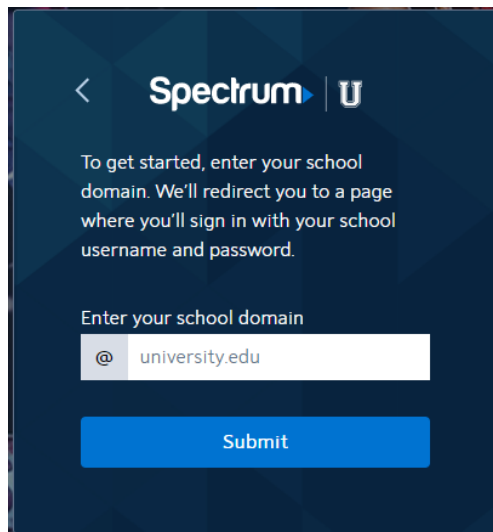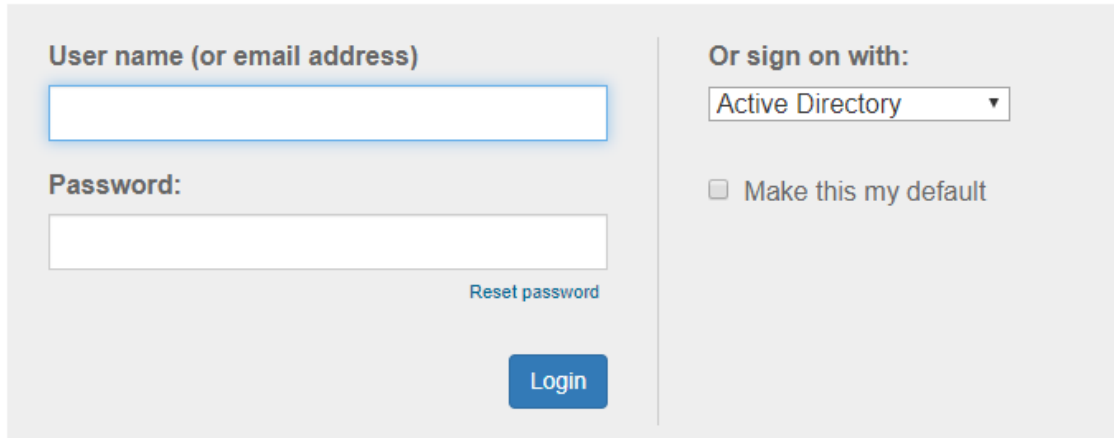
Figure 23 Enter your school domain

5) Once the activation code has been verified, you will be redirected to UCSD's Single Sign-On portal, enter your Active Directory username and password and select "Login".

Figure 24 UCSD's SSO Portal

6) After signing on, you will be redirected back to the activation page.
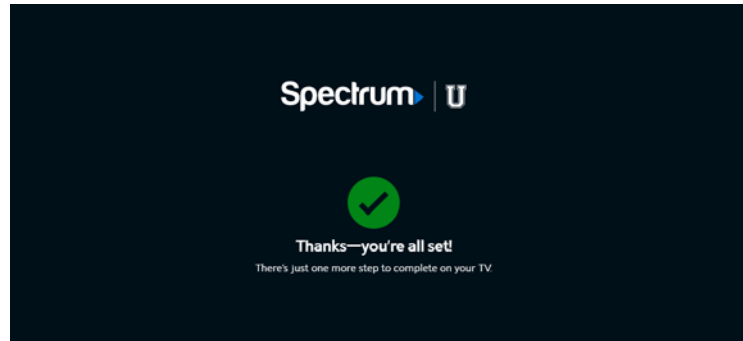
Figure 25 Page Confirming Successful Activation

7) After a few moments, the app will update from the activation screen and will show live TV.

Figure 26 Live TV with the mini guide

After activation, the SpectrumU app will automatically authenticate the next time it's launched, so you will not need to sign-on again until the authentication token expires in sixty days.

If you see a "Home" icon in the menu bar asking you to "Connect to Campus WiFi for More", you are not using a Graduate Family Housing Resident network and, due to programming restrictions, some channels will be unavailable.
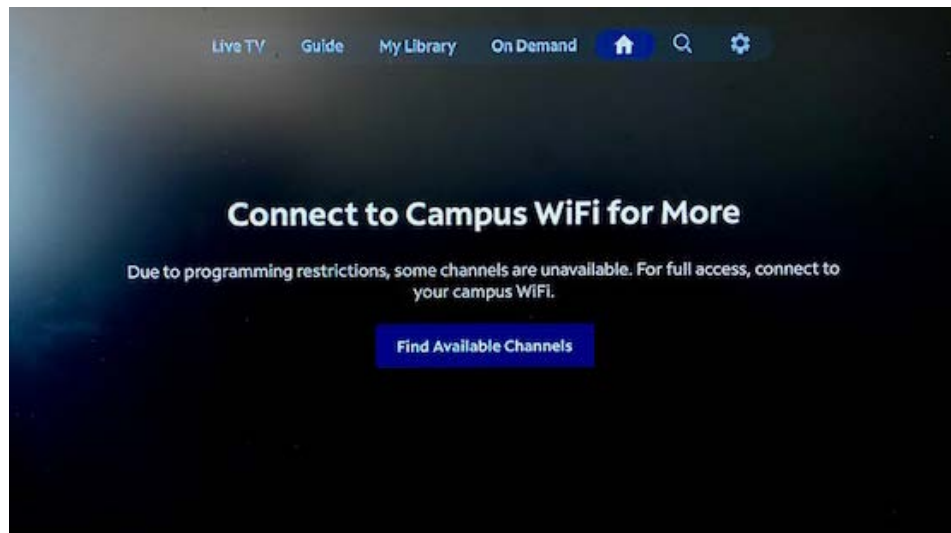
Figure 27 Connect to Campus Wifi message

The full channel lineup will be available when you are connected to a Graduate Family Housing Resident network. If it looks like you are connecting to a Graduate Family Housing Resident network and you are still experiencing this message, please contact Spectrum Support at (866) 204-8493 for additional assistance.

SpectrumU Channel Lineup

Below is a listing of the live TV channels and Video On Demand (VOD) networks that are available to watch using SpectrumU. The full channel lineup will be available when you are connected to a Graduate Family Housing Resident network. However, when not using a Graduate Family Housing Resident network, shaded channels will be unavailable.

Live TV Channels

|		
A&E	Golf Channel	Smithsonian Channel
ABC (KGTV-DT)	Great American Country	Spectrum Deportes LA Dodgers
ACC Network	GSN	Spectrum SportsNet Lakers
AMC	Hallmark Channel	Spectrum SportsNet LA Dodgers
American Heroes Channel	Hallmark Movies and Mysteries	SundanceTV
Animal Planet	HBO Comedy	SYFY
Antenna TV (KSWB-DT2)	HBO Family	TBS
Azteca (XHAS)	HBO	TeenNick
BBC America	HBO Latino	Telemundo (KUAN-LD)
BBC World News	HBO Signature	Telemundo
beIN SPORTS	HBO Zone	Television Korea
BET	HBO2	Tennis Channel
BET Her	HGTV	The Olympic Channel
BET Soul	History	The Weather Channel
Big Ten Network	HLN	TLC
Bloomberg TV	HSN	TNT
Boomerang	IFC	Travel Channel
Bravo	Impact	truTV
BYUtv	INSP	Turner Classic Movies (TCM)
California Channel	Investigation Discovery	TV Land
Cartoon Network	KGTV 10 News Channel	TV One
CBS (KFMB-DT)	KGTVDT15	TV Venezuela
CBS Sports Network	KPBS-2 (KPBS-DT2)	TVG
CMT	LATV (XHAS-DT2)	UC SD TV
CNBC	Lifetime	UniMas (KDTF-LD)
CNN Espanol	Lifetime Movie Network	UniMas
CNN	Logo	Universal Kids
Comedy Central	MeTV (KGTV-DT2)	Univision (KBNT)
Cooking Channel	MLB Network	Univision Deportes Network
Cozi TV (KNSD-DT2)	MLB Network Strike Zone	Univision
Create (KPBS-DT3)	MotorTrend	UP
C-SPAN	MSNBC	USA Network
CW (KFMB-DT2)	MTV Classic	VH1

Destination America	MTV	Viceland
Discovery Channel	MTV Live	WAPA America
Discovery Family	MTV2	Willow Cricket
Discovery Life	MTVU	Womens Entertainment TV (WE)
Disney Channel	MyTV (XDTV)	YurView California
Disney Junior	Nat Geo Wild	Zee TV USA
Disney XD	National Geographic Channel	
DIY Network	NBA TV	
E! Entertainment Television	NBC (KNSD-DT)	
El Rey	NBCSN	
ESPN Deportes	News 9 (KUSI-DT)	
ESPN Goal Line & Buzzer Beater	NFL Network	
ESPN	NFL RedZone	
ESPN News	NHL Network	
ESPN2	Nick Jr	
ESPNU	Nickelodeon	
Estrella TV (KSDX-LD)	Nicktoons Network	
Evine	Outdoor Channel	
EWTN	Ovation TV	
Food Network	OWN	
FOX (KSWB-DT)	Oxygen	
FOX Business	PAC-12 Arizona	
FOX Deportes	PAC-12 Bay Area	
FOX News Channel	PAC-12 Los Angeles	
Fox Sports 1	PAC-12 Mountain	
Fox Sports 2	PAC-12 National	
Fox Sports San Diego	PAC-12 Oregon	
Fox Sports West Bakersfield	PAC-12 Washingon	
Fox Sports	Paramount Network	
Fox Sports West SDG	PBS (KPBS-DT)	
Freeform	PBS Kids (KPBS-DT4)	
FUSE	POP	
FX	QVC	
FX Movie Channel (FXM)	Revolt	
FXX	Science Channel	
FYI	SEC	
Gem Shopping Network	SEC Overflow	

Video On Demand (VOD) Networks

A&E	FOX Deportes	OWN
ABC	Fox Sports 1	Oxygen
AMC	Freeform	Paramount Network
American Heroes Channel	FUSE	PBS
Animal Planet	FX	PBS Kids
BBC America	FX Movie Channel (FXM)	POP
BBC World News	FXX	Revolt
beIN SPORTS	FYI	Science Channel
BET	Golf Channel	Smithsonian Channel
Big Ten Network	GSN	SundanceTV
Boomerang	Hallmark Channel	SYFY
Bravo	HBO	TBS
Cartoon Network	HGTV	Telemundo
CBS	History	TLC
CMT	HLN	TNT
CNBC	IFC	Travel Channel
CNN	Investigation Discovery	truTV
Comedy Central	Lifetime	Turner Classic Movies (TCM)
Cooking Channel	Lifetime Movie Network	TV Land
CW	Logo	TV One
Destination America	MLB Network	UniMas
Discovery Channel	MotorTrend	Universal Kids
Discovery Family	MSNBC	Univision
Discovery Life	MTV	Univision Deportes Network
Disney Channel	MTV Classic	UP
Disney Junior	MTV Live	USA Network
Disney XD	MTV2	VH1
DIY Network	Nat Geo Wild	Viceland
E! Entertainment Television	National Geographic Channel	Weather Channel
El Rey	NBC	Womens Entertainment TV (WE)
ESPN	NBCSN	
ESPN Deportes	NFL Network	
ESPNU	Nick Jr	
Food Network	Nickelodeon	
FOX	Ovation TV	

Authentication Token Lengths

After you sign-on for the first time to a SpectrumU app an authentication token is issued so you won't have to sign-on again until it expires.   This table lists the token lengths for the devices that are supported by SpectrumU.

Device	Token Length
Roku	60 Days
Apple TV	60 Days
iOS	14 Days
Android	14 Days
Web Browsers	14 Days
Kindle Tablets	14 Days

Information for Support

If you need to contact support to ask a question or report an issue, having the answers to the following questions will help us resolve it quickly so you can get back to enjoying SpectrumU.

1. Which operating systems are experiencing the problem? (e.g., iOS®, Android™, all)
2. What is the version of the app you are using? Have you tried updating the app?
3. Is the problem consistently reproducible? What steps did you take to replicate the problem?
4. What error messages, if any, are displayed with the issue?
5. What is the public IP address the app is using? Google, "What is my IP address". The results will be the device's public IP address.