

SpectrumU

Trusted Authentication Quick Start Guide for Graduate Family Housing Residents

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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 connected to the router in their campus residence. However, when not connected to the router in their campus residence, shaded 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 connected to the router in the campus residence.

Roku

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



Figure 1 SpectrumU Activation Screen

If you are prompted for a User ID when the app is launched, please check to make sure you have downloaded the SpectrumU and not the Spectrum TV app.

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

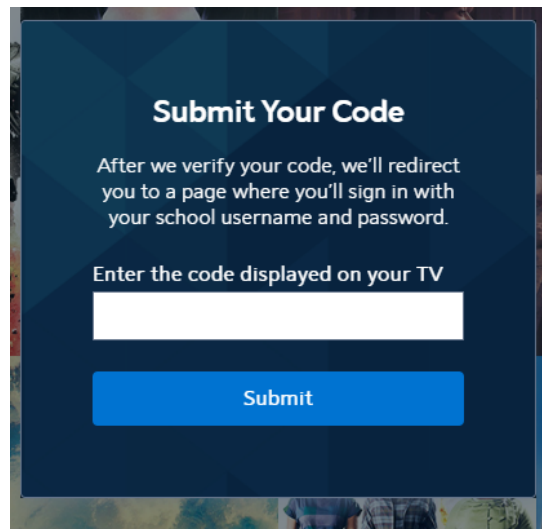


Figure 2 Submit Your Code Dialog

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

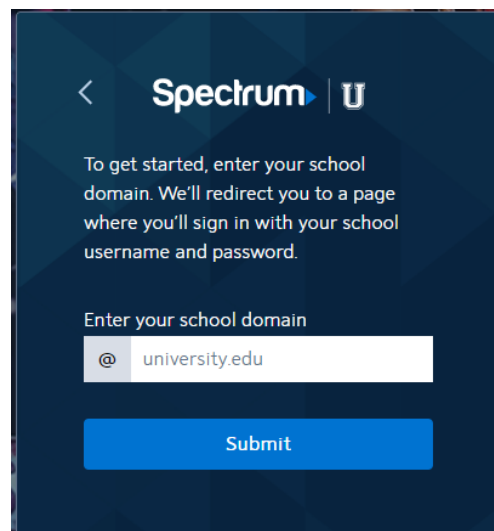
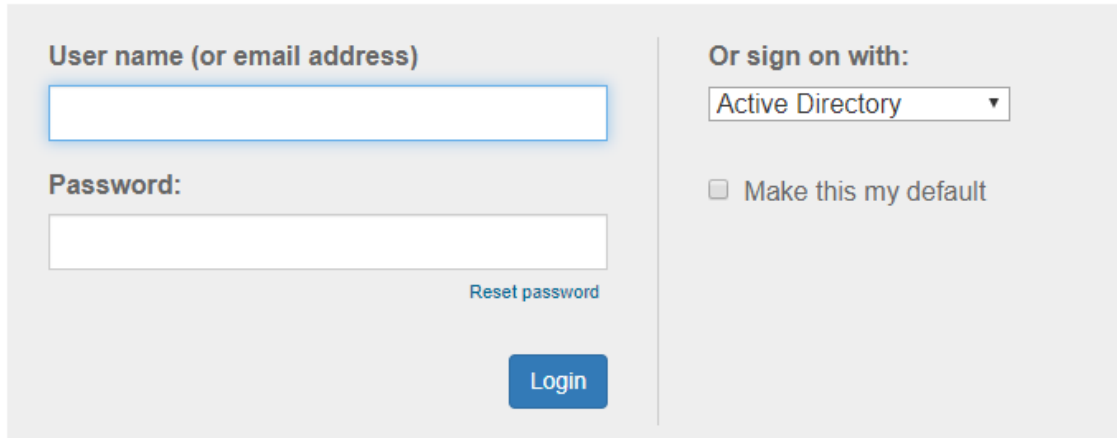


Figure 3 Enter your school domain

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

Signing on Using: Active Directory



The screenshot shows a login interface for UCSD's Single Sign-On (SSO) Portal. On the left, there are two input fields: "User name (or email address)" and "Password:". Below the password field is a "Reset password" link. A blue "Login" button is positioned at the bottom right of the left section. On the right, under the heading "Or sign on with:", there is a dropdown menu currently set to "Active Directory". Below this is a checkbox labeled "Make this my default".

Figure 4 UCSD's SSO Portal

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

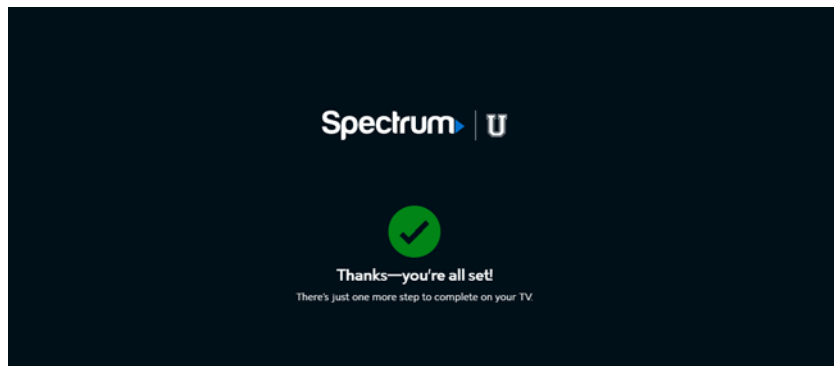


Figure 5 Page Confirming Successful Activation

- 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 SpectrumU 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 SpectrumU 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 SpectrumUTV.com.
- 2) In the “Enter your school domain” dialog, enter UCSD.edu and click on “Submit”.

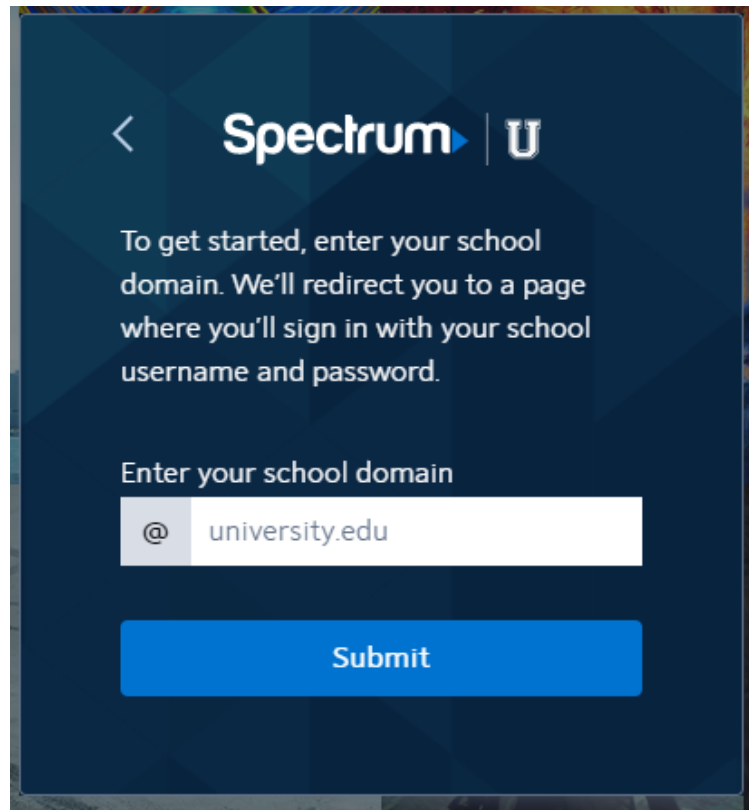
The image shows a dark blue dialog box with a geometric pattern. At the top left is a white back arrow. To its right is the 'Spectrum' logo in white, followed by a vertical line and a white 'U' logo. Below the logos, white text reads: 'To get started, enter your school domain. We'll redirect you to a page where you'll sign in with your school username and password.' Underneath this text is the label 'Enter your school domain' in white. Below the label is a white input field with a light gray border. Inside the field, on the left, is a light gray box containing a white '@' symbol, followed by the text 'university.edu'. At the bottom of the dialog box is a large blue button with the word 'Submit' in white.

Figure 8 Enter your school domain.

- 3) After clicking “Submit” you’ll be redirected to UCSD’s Single Sign-On portal, enter your Active Directory username and password and select “Login”.

Signing on Using: Active Directory

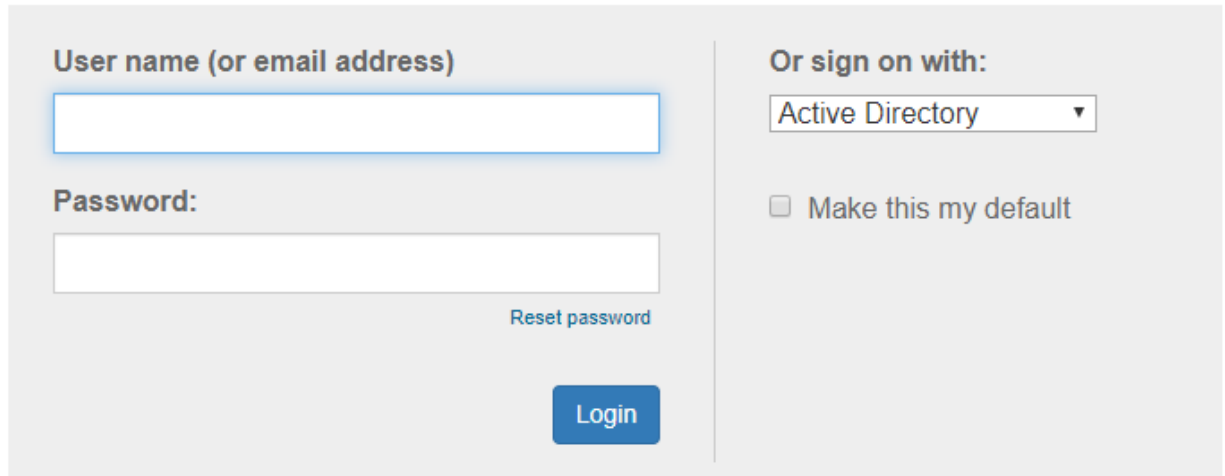


Figure 9 UCSD’s SSO Portal

- 4) After signing on, you’ll be redirected back to SpectrumUTV.com. Select “Continue” to open SpectrumU.

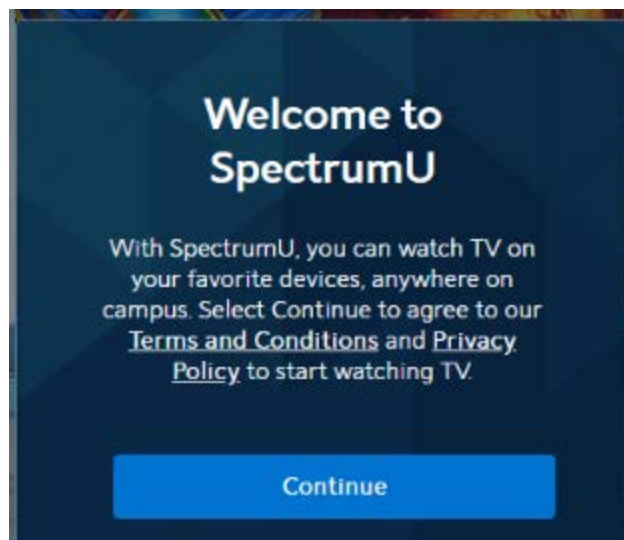


Figure 10 Welcome to SpectrumU Screen

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 11 Connect to Campus Wi-Fi message

This message indicates that you are not connected to the correct network. Due to programming restrictions, some channels will not be available without this connection.

To connect to the correct network, use the network name and password on the label on the router in your residence. If it looks like you are connecting to the router in your residence and you are still experiencing this message, please contact [Spectrum Support 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 connecting to the network via the router in your residence.

Mobile (iOS and Android)

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

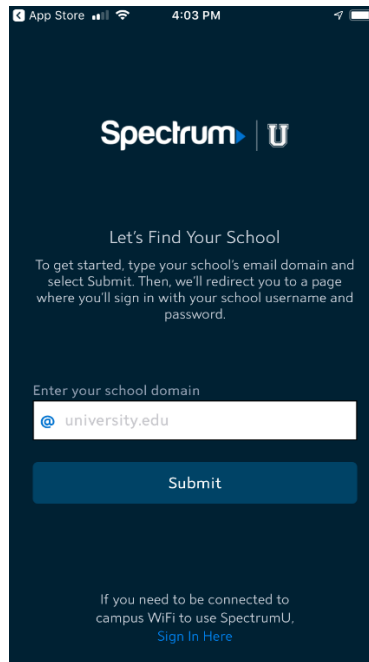


Figure 12 Let’s Find Your School dialog.

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".

Signing on Using: Active Directory

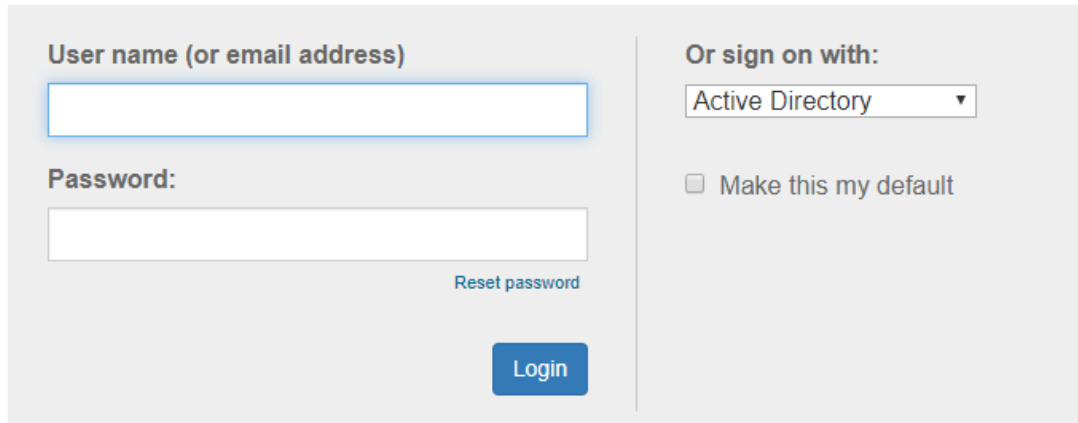


Figure 13 UCSD's SSO Portal

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

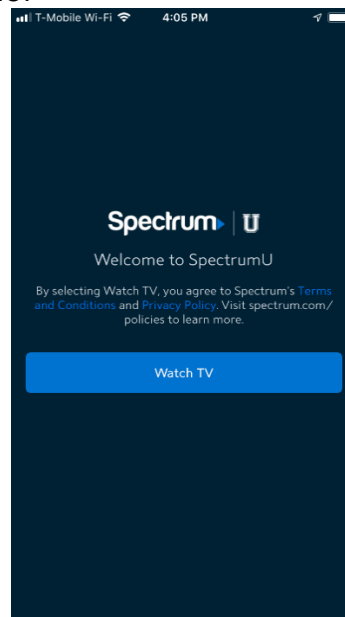


Figure 14 Welcome to SpectrumU

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

If you see a message asking you to "Connect to Campus WiFi" for more (pictured below), this indicates that you are not connected to the correct network. Due to programming restrictions, some channels will not be available without this connection.

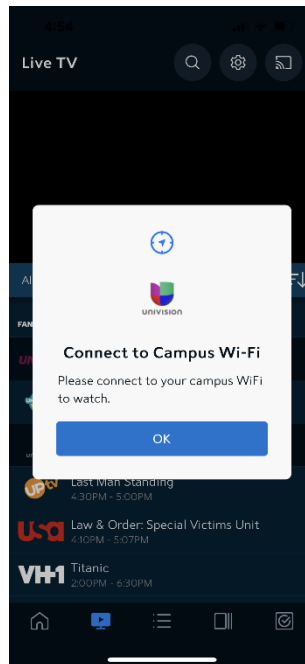


Figure 15 Connect to Campus Wi-Fi message.

To connect to the correct network, use the network name and password on the label on the router in your residence. If it looks like you are connecting to the router in your residence and you are still experiencing this message, please contact [Spectrum Support 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 connecting to the network via the router in your residence.

Kindle Fire Tablet

- 1) Go to the Amazon Appstore and download the SpectrumU app. When the app is opened, it should display the “Let’s Find Your School” screen. Enter UCSD.edu and click on Submit.

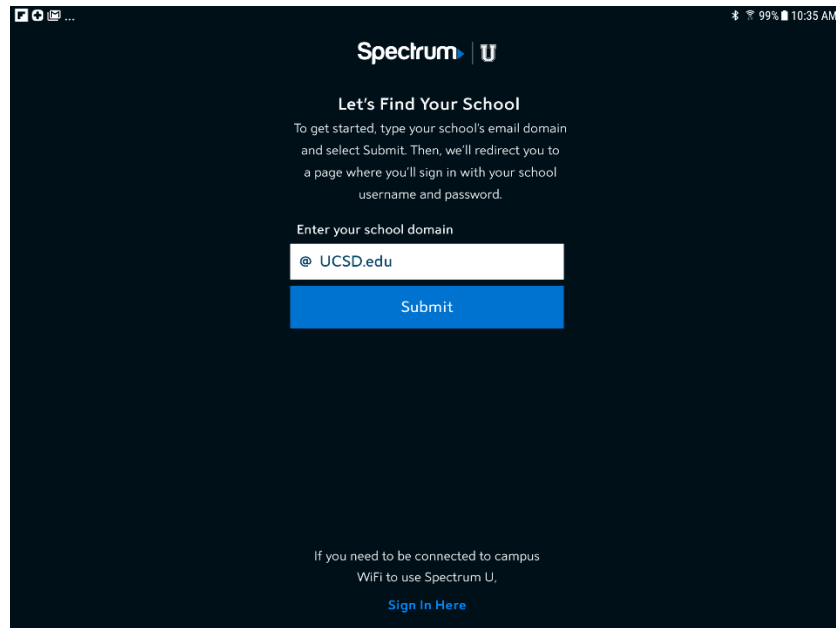


Figure 16 Let’s Find Your School dialog

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”.

Signing on Using: Active Directory

Figure 17 UCSD’s SSO Portal

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

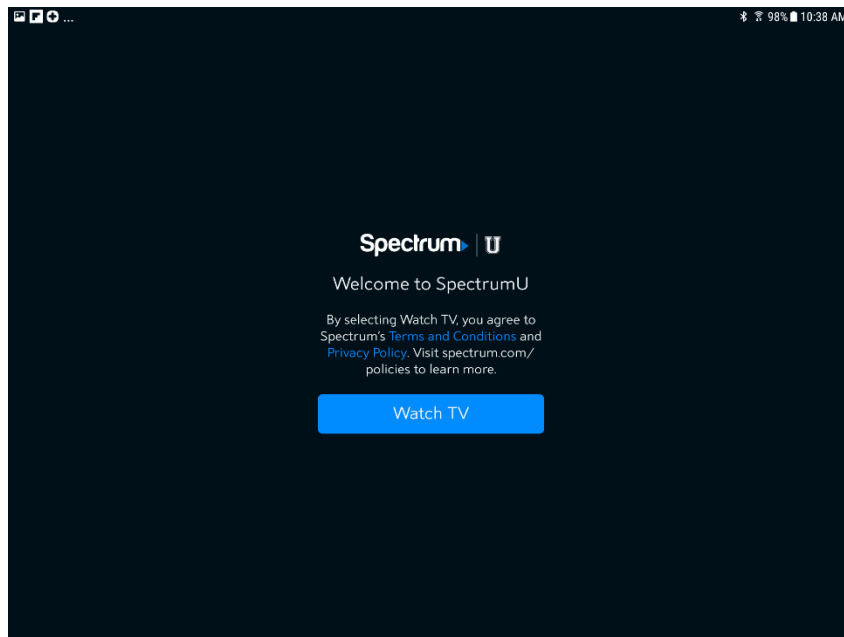


Figure 18 Welcome to SpectrumU

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

If you see a message asking you to “Connect to Campus Wi-Fi” for more (pictured below), this indicates that you are not connected to the correct network. Due to programming restrictions, some channels will not be available without this connection.

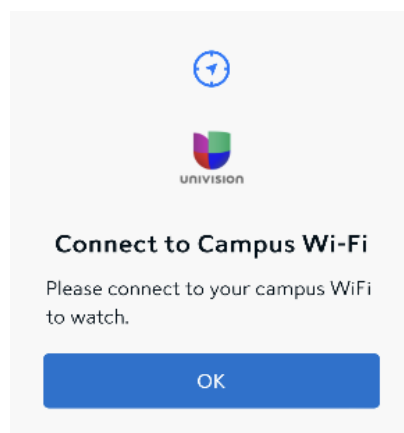


Figure 19 Connect to Campus Wi-Fi message.

To connect to the correct network, use the network name and password on the label on the router in your residence. If it looks like you are connecting to the router in your residence and you are still experiencing this message, please contact [Spectrum Support 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 connecting to the network via the router in your residence.

Apple TV

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

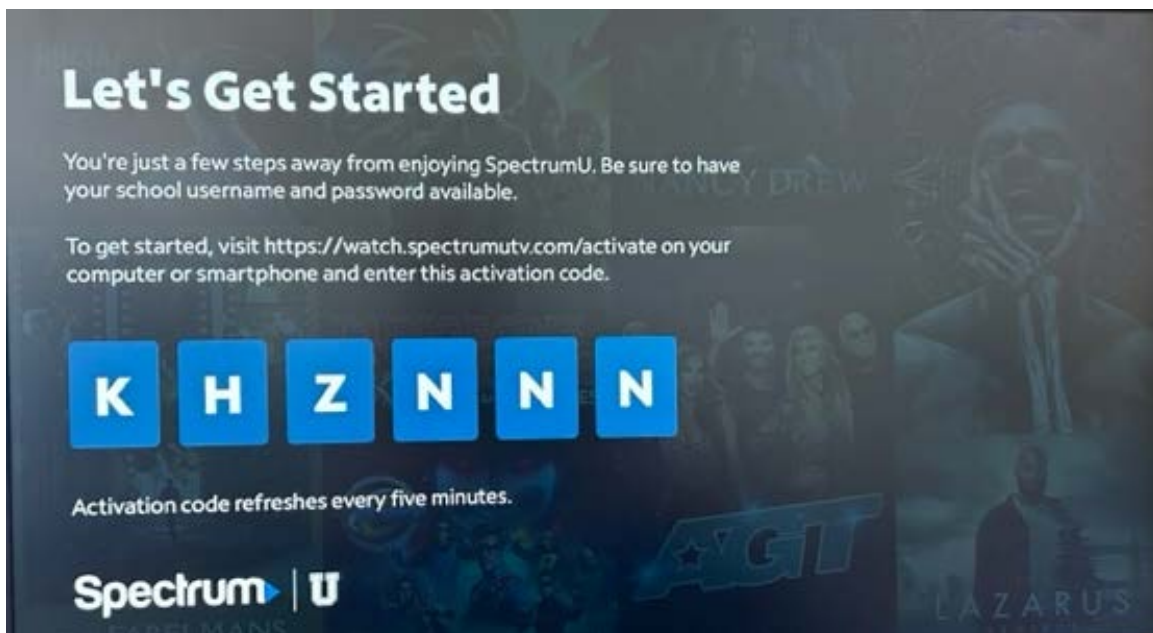


Figure 20 SpectrumU Activation Screen

- 3) From a computer or smartphone, visit watch.spectrumutv.com/activate and enter the activation code that's displayed. Click on "Submit".

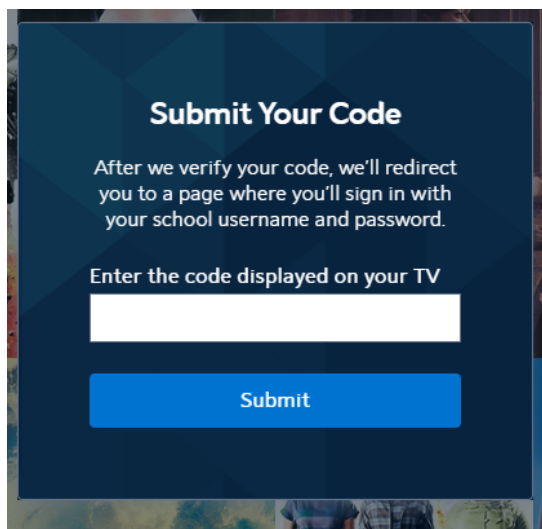


Figure 21 Submit Your Code Dialog

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

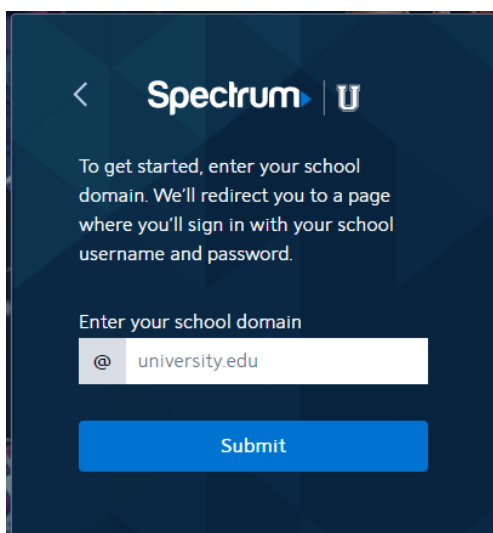
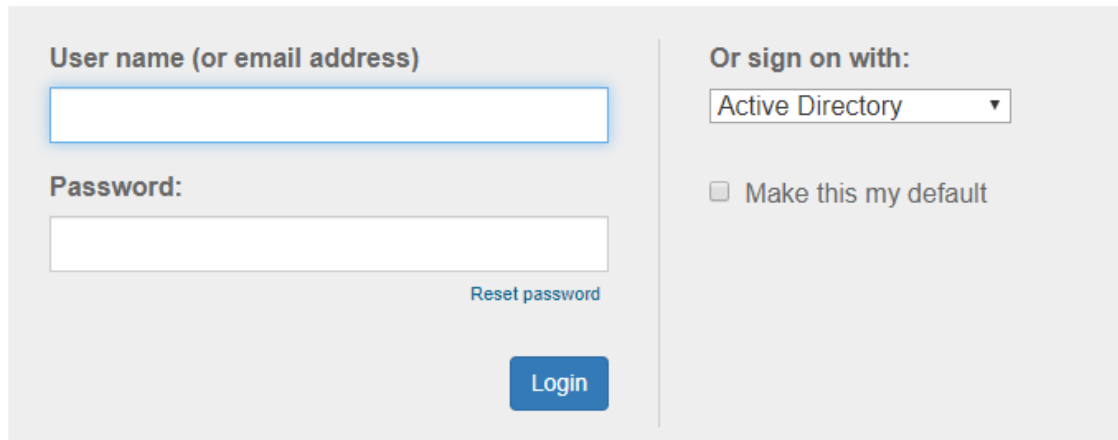


Figure 22 Enter your school domain

- 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".

Signing on Using: Active Directory



The screenshot shows a login interface for UCSD's Single Sign-On Portal. On the left, there is a section for "User name (or email address)" with a text input field, and "Password:" with another text input field. Below the password field is a "Reset password" link. A blue "Login" button is positioned at the bottom right of this section. On the right side, there is a section titled "Or sign on with:" containing a dropdown menu currently set to "Active Directory". Below this is a checkbox labeled "Make this my default".

Figure 23 UCSD's SSO Portal

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

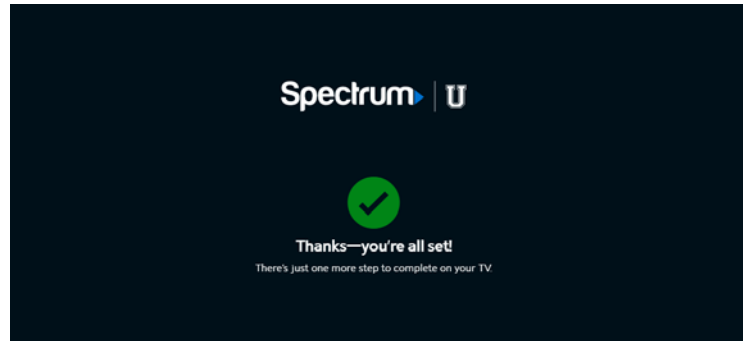


Figure 24 Page Confirming Successful Activation

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



Figure 25 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”, this indicates that you are not connected to the correct network. Due to programming restrictions, some channels will not be available without this connection.

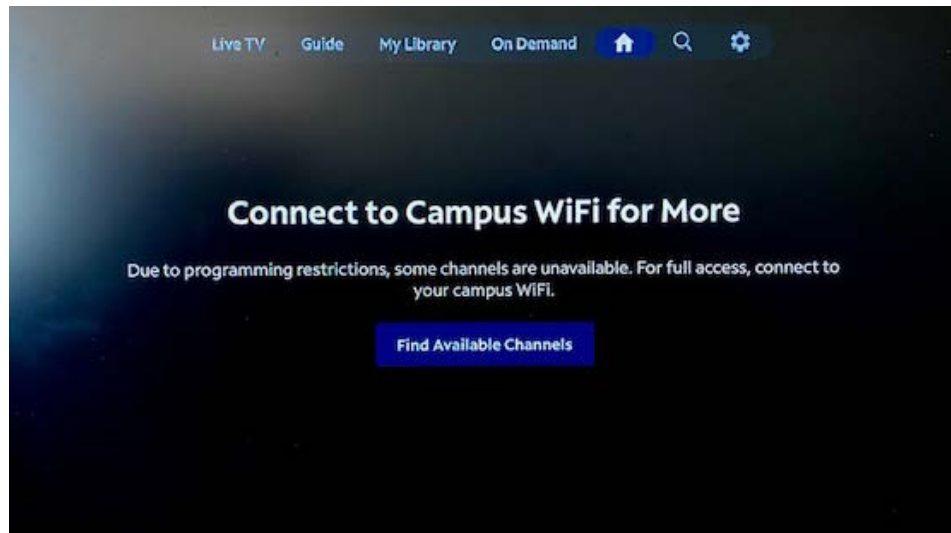


Figure 26 Connect to Campus Wi-Fi message

To connect to the correct network, use the network name and password on the label on the router in your residence. If it looks like you are connecting to the router in your residence and you are still experiencing this message, please contact [Spectrum Support 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 connecting to the network via the router in your residence.

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 the router in your residence. However, when not connected to the router in your residence, shaded channels will be unavailable.

Live TV Channels

A&E Network	Great American Family	SEC Network
ABC (KGTV-DT)	GSN	SEC Overflow
ACC Network	Hallmark Channel	Smithsonian Channel
American Heroes Channel	Hallmark Movie & Mysteries	Spectrum Deportes LA Dodgers
American Movie Classics	HBO	Spectrum SportsNet
Animal Planet	HBO 2	Sundance Channel
Antenna TV (KSWB-DT2)	HBO Comedy	Syfy
Bally Sports San Diego	HBO Family	TBS Superstation
Bally Sports West	HBO Latino	TCM - Turner Classic Movies
Bally Sports West	HBO Signature	TeenNick HD
Bally Sports West (San Diego)	HBO Zone	Telefutura
BBC America	History	Telemundo (KUAN-LD)
BBC World News	HLN	TeleXitos (KUAN-LD2)
beIN SPORTS	Home & Garden Television	Tennis Channel
BET - Black Entertainment Television	Home Shopping Network	The Weather Channel
BET HERHD	Impact	TLC
BET Soul	Independent Film Channel	TNT - Turner Network Television
Big 10 Network	Inspirational Network	Travel Channel
Bloomberg	Investigation Discovery	truTV
Boomerang	KGTV 10 News Channel	TV Land
BRAVO	LATV (XHAS-DT2)	TVONE
BYU TV	Lifetime Television	TWC SportsNet LA HDTV (Dodgers)
Cartoon Network	LMN	UCSD TV
CBS (KFMB-DT)	Logo	Universal Kids
CBS Sports Network	Magnolia	Univision (KBNT)
CMT - Country Music Television	MeTV (KGTV-DT2)	Univision Deportes Network
CNBC	Milenio TV (XDTV)	UP (Gospel Music Channel)
CNN - Cable News Network	MLB Network	USA Network
CNN - Cable News Network en Espanol	MLB Network Strike Zone	VH1
Comedy Central	MOTORTREND	Viceland

Cooking Channel	MSNBC	Willow Cricket
Cozi TV (KNSD-DT2)	MTV	Willow TV
CSPAN	MTV Classic	Women's Entertainment Network
CW (KFMB DT2)	MTV Live	
Destination America	MTV2	
Discovery Channel	MTV-U	
Discovery Family Channel	NatGeo WILD	
Discovery Life	National Geographic Channel	
Discovery Life Channel	NBA TV	
Disney Channel	NBC (KNSD-DT)	
Disney Junior	News 9 (KUSI-DT)	
Disney XD	NEWSMAX TV	
E! Entertainment Television	NFL Network	
ESPN	NFL RedZone	
ESPN Deportes	NHL Network	
ESPN News	Nick Jr	
ESPN2	Nickelodeon	
ESPNU	Nicktoons Network	
Estrella News (KSDX-LD)	Outdoor Channel	
Estrella TV (XHAS)	Ovation	
EVINE Live	OWN - The Oprah Winfrey Network	
EWTN - Eternal Word Television Network	Oxygen	
FanDuel TV	Pac-12 Az	
Food Network	Pac-12 Bay	
Fox - Business Network	Pac-12 LA	
Fox - Deportes en Espanol	Pac-12 Mtn	
Fox - News Channel	Pac-12 Nat'l	
FOX (KSWB-DT)	Pac-12 Oreg	
Fox Sports 1	Pac-12 Wash	
Fox Sports 2	Padres	
Freeform	Paramount Network	
Fuse	PBS (KPBS-DT)	
FX	PBS World (KPBS-DT2)	
FX Movie Channel	Pop	
FXX	QVC - Quality Value Convenience Network	
FYI	Revolt	
Golf Channel	Science	

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 will not 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 are displayed with the issue, if any?
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.

Support Contacts

Housing Community Group	Spectrum Support Number
Mesa Nueva, Nuevo East, Nuevo West, Coast, Mesa, OMS (One Miramar St.)	855-214-2325