CSUDH | UNIVERSITY HOUSING

Connecting to the Housing Internet
Apartment Complex (Students Only)

Each apartment is equipped with a modem, router, and the necessary cables located in the living room, providing Spectrum's Internet service to all residents.

How to connect:

1) **Power and service on:** Ensure your modem and router are plugged into a wall outlet. The Power and Online lights on the modem should be solid. The light on the front of the router should also be solid.

2) **Find Your Wi-Fi Information:** On the back of your router, you will see a label with your Wi-Fi network names (SSID) and Wi-Fi password. This may look similar to the image below.

3) **Choosing the Best Network:** The Wi-Fi network name ending with "5G" typically offers faster speeds compared to the "2G" network.

➢ **Important:**
- Do not change your Wi-Fi name or password. Unauthorized changes will result in a $20 fee.
- If you experience any issues, please call Spectrum Tech Support line at 888-812-2591(Enter 1 for the first five questions and 2 for the sixth question) .
- If Spectrum didn't resolve the issue, please submit a Maintenance Request through the StarRez Portal.

➢ **Upon departure:**
- Leave all equipment in the living room, including the modem, router, power cords, and cables.
- If you have ordered additional cable services, please contact Spectrum (not University Housing) to discontinue your service and arrange for the return of your equipment.