CSUDH | UNIVERSITY HOUSING

Connecting to the Housing Internet

Apartment Complex (Students Only)

➢ **How to connect to Wi-Fi (CSUDH – Students):**

1. **Check Your Email:**

Look for an email from **no-reply@wifiuseradmin.com** in your **Toromail** inbox with the subject:

📩 "Wi-Fi Access at CRSNCAUX – CALSTATE DOMINGUEZ HILLS – Action Required."

2. **Review & Accept Terms:**

Open the email and click the link to review the **Terms of Service**. Read the terms carefully, then click **"I Agree"** to proceed.

3. **Receive Your Wi-Fi Credentials:**

Once you accept the terms, you will:

✅ Be redirected to a webpage displaying the **Wi-Fi name** and **your personal password**.

✅ Receive another email from the same sender with the subject:

📩 "Wi-Fi Access at CRSNCAUX– CALSTATE DOMINGUEZ HILLS:Welcome! Here's your Password."

This email will contain your **Wi-Fi name and password** for reference.

🔒 **Never share your password with other roommates.**

4. **Connect Your Devices:**

On your devices, select **"CSUDH - Students"** from the available Wi-Fi networks and enter your personal password to connect.

➢ **Troubleshooting**

◆ **Wi-Fi Only:** We provide **Wi-Fi internet only**—please do not attempt to use an **Ethernet cable**. If your PC doesn't have a built-in Wi-Fi card, you may need a "Wi-Fi adapter" to connect to the network.

◆ **Reset Your Connection:**

Try **forgetting** the network on your device, then restart it and reconnect to **"CSUDH – Students"** using your personal password.

◆ **Still Need Help?**

📞 **Contact Spectrum Enterprise Technical Support (ETS)**:

1. **Dial 888-812-2591**
2. **Press 1**
3. **Say "Technical Support"**
4. **Press 1 (internet/network support)**
5. **Press 3 (managed network)**
6. **Press 1 (managed Wi-Fi)**

📌 **When calling, provide the following details:**

- **Site Name**: CALSTATE DOMINGUEZ HILLS - CARSON, CA
- **Circuit ID:** 31.L4XX.000588..CHTR, **Site ID:** 0081096014

◆ **Further Assistance:**

If Spectrum cannot resolve the issue, please **submit a Maintenance Request** via the **StarRez Portal**.