



CONNECTING TO YOUR WIRELESS NETWORK

Your apartment comes installed with a high-speed internet modem & wireless router. In some cases, the modem and router are housed in a single unit. Please review the following steps to begin using your Wi-Fi network:

You were provided with the internet Wi-Fi network and password in your Reservation Confirmation. There should also be a magnet on the refrigerator with the Wi-Fi network and password information.

1. Using your computer, tablet, or smart phone, turn your Wi-Fi on and locate the network name that corresponds to your apartment.
2. Select the network and enter the password that was provided to you.
3. Once the connection is established, check your internet connection by opening your internet browser (Chrome, Firefox, Safari, etc.) and navigate to a web page.
4. Congratulations! You're on a private and secure Wi-Fi network.

INTERNET TROUBLESHOOTING

Please review the following steps in the event of a power outage or if you encounter a problem. If the modem loses signal or you cannot locate the wireless network:

1. **DO NOT** press the RESET button on your modem - this may factory reset the registration settings linking your modem to the internet account.
2. Turn off the power to your laptop or computer.
3. Unplug your modem from the power source.
4. Unplug the Ethernet cord from the wall.
5. Wait one (1) full minute.
6. Plug the modem back into the power source and plug the Ethernet cord back into the wall.
 - a. Wait for all of the lights to come on.
 - b. The modem should now be re-powered.
7. Turn your computer back on and try to connect to the wireless internet using the network name and password that was provided to you.

If you are still having difficulties with your internet connection, please contact your Residency services team at info@residology.com or **877-872-5530**.