

Spectrum Community Solutions WiFi

Resident Information

Welcome to Spectrum Community Solutions WiFi. Your rental unit includes Spectrum Community Solutions WiFi, courtesy of your property management. With WiFi, you can search the Internet, download music, upload photos, stream video and more, as soon as you move in. There are no cables or routers to deal with, so all you have to do is connect.

Your Unit#:

Device Mgr Username:

Unit SSID:

Device Mgr Password:

Unit Network Passphrase:

Guest SSID:

Guest Passphrase:

FAQS

Q: How do I sign in to my WiFi network?

A: First, turn on your device's WiFi and select "MVCC_Housing" in the list of available networks. Please enter the passphrase provided (also called a wpa2key or password). Once connected, open your browser and attempt to go to any website. You will be redirected to a website (<https://charter.guestinternet.com>) where you will be asked for your Device Manager username and password credentials.

(Note: depending on your browser settings you may see a security alert when being redirected – please click "continue to website.") Follow the screen prompts to get your device authenticated.

Q: What if I can't connect to WiFi?

A: First, make sure WiFi on your device is turned on. Next, make sure you select the "MVCC_Housing" in the list of available networks.

If you don't see this network, you might be too far away from the signal source. If you have only one or two bars, you may also need to move closer to the signal source.

Q: How can my guests connect to WiFi?

A: Your guests can connect to Spectrum Community Solutions WiFi by selecting "MVCC_Guest" in the list of available WiFi networks and entering the passphrase specified above. Guests will be required to accept Terms and Conditions to connect. Guest network is primarily for basic social media and email.

Q: Can I use a VPN on my WiFi?

A: Spectrum Community Solutions does not provide a VPN option but if you have a VPN from your school or company, the WiFi will accommodate it.

Q: Is the WiFi network secure?

A: Yes. When you sign into "MVCC_Housing," only devices you register with your credentials will be authenticated and authorized to use the network. Devices in your personal group will be able to communicate with each other, but no other user on the network will be able to "see" your devices.

Q: What if I forget my username or password or need other help with my WiFi?

A: Contact your property management company for username or password, or call **Customer Support at (855) 895-5302** anytime, day or night. If you are calling Customer Support for assistance, please have the MAC address for your device ready. If you do not know how to retrieve your MAC address, Customer Support will walk you through this process.

Q: Can I access other devices on my network?

A: Yes. All devices connected to your secure WiFi network can "see" each other and share files through your home network (You can have up to 20 active devices in your network.) To connect these devices, sign in to Spectrum Community Solutions WiFi from your computer, go to <https://charter.guestinternet.com>, enter your username and password credentials and choose your location. Then add the device to the list of authorized devices and connect the device to your WiFi network.

Q: What if my device doesn't support the WiFi network?

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A: Some devices, like gaming systems and printers, may not have Internet browsers or support security features used by Spectrum Community Solutions WiFi. To connect these devices, sign in to WiFi from your computer (go to <https://charter.guestinternet.com/>), and then add the device to the list of authorized devices. You will require the MAC address of the device. Then connect the device to your WiFi network.

Q: Is there a certain version of WiFi that my devices must use?

Guest Passphrase:

A: The WiFi equipment installed in your unit utilizes the 802.11a/b/g/n/ac on both the 2.4Ghz and 5GHz bands. While your devices will connect and run regardless of what version of WiFi they use, the fastest speeds will be obtained with those devices that also have 802.11a/b/g/n/ac capability.

Q: How do I change my username or password?

A: Contact your property management company for username or password change requests.