

## **Frequently Asked Questions**

### **How do I retrieve my username and password?**

- If you are a current student, your login credentials have been provided by the school. You will need to go to the appropriate school-owned portal to request your username and password.

### **How many devices can I have active at once?**

- Your account will be allowed a limited number of active devices at one time. When you log into your account you will see the current number of devices and maximum active devices allowed on your home page.
- You will not be able to connect more devices simultaneously than your maximum limit. Once the limit is reached, you will need to disconnect a device in order to connect a new one.
- Note that there may be a lag between when a device is disconnected and the system recognizes that a new device can be connected.

### **Can I have a router?**

- Routers are not permitted.

### **Can I cast from device to device?**

- Casting from one device to another device is supported. Devices you wish to be able to cast to must be added to your account.

### **Can I use smart home devices?**

- Yes, you will be able to add your smart home devices to your account and set them up within your Personal Area Network (PAN).

### **What network to use**

- If you are a resident, do not use the Guest Network (where one is available). Guest networks have lower bandwidth than Resident networks.
- If your device can connect to it, use the MyResNet-5G network, as it is the highest-speed network.
- Not all devices can use 5G: in that case, connect to the MyResNet-2G network.

### **What is a Personal Area Network (PAN)?**

- Your Personal Area Network is a private network for your devices. This is a secure network where your devices will be able to interact with all your devices added to your account.
- This will enable you to enjoy the benefits and functionality you would have in a home or small office network.
- You will be able to access your printer and print from your devices, pair any smart devices to devices added to your account and take advantage of the functionality of all the internet of things (IoT).

### **How do I use the Personal Area Network?**

- When you register a device and connect to the network with your WiFi Password (PSK), your devices are automatically grouped together.
- After all of your devices are connected to WiFi, connect them the same way you would at home – they can "see" each other on the network.

### **Connect Gaming Consoles and other devices**

- Find your WiFi Password or Pre-Shared Key (PSK) - you may have the email with this, or can log into your account to find it.
- Go to your device's WiFi Settings and select the "MyResNet" network. Enter your WiFi Password/PSK to connect.
- For wired connections, you must log in, click "Add Device" and enter the MAC address of the device in order to register it.