

Carnegie Mellon University

Housing Services

CONNECTING TO THE INTERNET (for residents of Fairfax, Webster, and Shady Oak Apts.):

1. From the setting menu on your device, select the appropriate network.
 - a. For Fairfax and Webster, the Username (SSID) of the modem is “APT” followed by the apartment number
 - b. For Shady Oak, the Username (SSID) of the modem is “SHA” followed by the apartment number
 - c. Example: **APT 503** or **SHA 001**
2. Enter the corresponding password.
 - a. The password is always “apartment” plus the apartment number, lowercase with no spaces
 - b. Example: **apartment503**
3. If a resident is experiencing issues connecting to the internet, please follow these steps in order
 - a. Ensure the correct SSID is selected and the password is correctly entered
 - b. Power cycle the equipment by unplugging the modem’s power source for several minutes. Plug the equipment back in and attempt to connect again.
 - c. If the problem is not corrected after steps a. or b., the resident should submit a maintenance request so Comcast can address the issue.
 - d. **Do NOT perform a factory reset as shown on the label of the modem.**