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.**