ResNet *Registration*

How to connect to ResNet?

- Order the ResNet service online prior to moving-in (excluding Passy Crescents Apartments). **inres.info.yorku.ca/myinres/**
- RJ-45 Ethernet cable.
- Computer with built-in Ethernet port.
- Passport York account.

Registering your computer

- Plug one end of the Ethernet cable into your computer and the other end into the data jack in the wall (labeled Data with a pink/orange wall plate). **Note: Wireless connection must be turned off at all times when connecting to ResNet connection.**

- Start up your web browser, which should open the **ResNet Registration Welcome to ResNet** page. If the page does not appear, enter the following URL address into the address bar in your web browser **http://resnet.yorku.ca/**

- Continue to Step 2 to **Prepare and Protect Your Computer.**

- Click on the **Sign In** button and log into the Passport York login screen. Follow the on-screen instructions to complete the ResNet Registration.

- Unplug the network cable from the data jack (leave it unplugged for **one hour**). Reboot the computer and plug the network cable into the data jack. Your computer is now registered on the ResNet network.

Having problems with ResNet registration?

- Be sure to turn off the wireless connection before connecting your computer to the ResNet jack.

ResNet *Troubleshooting*

How to set up DHCP for your computer?

Windows 8

- On the **Start Menu**, move the mouse to the bottom right corner until the side-box appears. Select the **Search** button. Type "sharing" in Search box.

- Select **Settings** instead of **Apps**. Click on "**Network and Sharing Center**". Continue to step-2 for Windows 7 (see below).

Windows 7

1. Go to **Start |**Search for "**Network**" and select **Network and Sharing Center.**

2. **Click Change adapter settings** (listed on the left Panel). Right click over **Local Area Connection** and select **Properties**. Remove the check-mark beside **Internet Protocol Version 6 (TCP/IPv6).**

3. Highlight **Internet Protocol version 4 (TCP/IPv4)** and click on the **Properties** button.

   - Verify that **Obtain an IP Address automatically** and **Obtain DNS server address automatically** are selected.

   - Click **OK** a few times to save the changes made and restart your computer.

MAC OS X 10.6 or later

1. Go to **Apple | System Preferences | Network**

2. Select **Ethernet** on the left**.** Select **Using DHCP for the Configure IPv4:** drop down menu on the right.

3. Verify that both **DNS Servers** and **Search Domains** text fields are blank. Click on the **Apply** button.

4. Plug in the network cable and click on the **Advance**... button. Under the **TCP/IP** tab, click on the **Renew DHCP Lease** button to get an IP address. Click **OK**. Click **Apply** to exit the Network window.

ResNet *FAQ*

Frequently Asked Questions (FAQ)

Q: Are there any usage limits?

ResNet users have an unlimited download/upload usage allowance. Note: UIT reserves the right to impose usage limit and fair usage policy.

Q: Can I connect multiple computers on ResNet?

Yes, use a WIRED router. Visit website for more info

   inres.info.yorku.ca/router/

Note: UIT does not provide technical support for router, however those who are using one are asked to ensure it is configured properly so as not to impact services to other residents.

Q: I can't connect to ResNet, what should I do?

- **Disable wireless connection**

   Windows 7
   Click **Start** > **Control Panel** > **Network and Internet** > **Network and Sharing Center** > Change Adapter Settings. Right-click on the wireless network connection and choose Disable.

   MAC OS X
   Click on **Apple Menu** and Select "**System Preferences**". Click on "**Network**" icon under **"Internet and Wireless"** section. Click **"Turn AirPort Off"** button.

- Release/Renew IP connection.
- Shut-down the computer for two minutes, then plug back in and restart the computer.
- Clear browser cache/cookies.
- Temporarily disable Firewall program.
- Please refer to the FAQs and Troubleshooting Guide on our website.

Phone

Need Phone Service?
Phone service monthly charges and rates:
$21.50/month + HST
Installation Fee $43.50

Bundle Up and Save More!
inres.info.yorku.ca/bundle/

To Order Phone Service
- Order online
  inres.info.yorku.ca/myinres/

What You Will Need?
- A phone set (wireless phone set is not recommended) and phone cord.

Phone Service and Features
- Basic Phone Service includes:
  - √ Direct-in-dial number
  - √ Internal 5 digit dialing
  - √ Voice Mail
  - √ Call Waiting
  - √ Call Display
  - √ SIMRING

Phone User Guides and Long Distance Rates
- inres.info.yorku.ca/phone-guide/

Terms and Conditions
- inres.info.yorku.ca/terms/

MOVING OUT ?
Cancel your InRes Service(s)
(Phone / ResNet) online at
inres.info.yorku.ca/myinres/
Your account will continue to be charged until service is cancelled

Need Cable TV Service?
Cable TV service is provided directly by **Rogers Communications**.

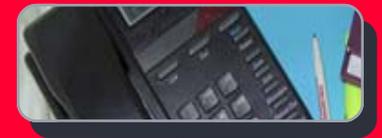Please call **1-800-784-6678** or email Rogers at **gta.directsales@rci.rogers.com** to order service.

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Phone

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