



### How to connect to ResNet?

Order ResNet service by email prior to moving-in (excluding Passy Apartments). For detailed info on how to order, go to [inres.info.yorku.ca/myinres/](http://inres.info.yorku.ca/myinres/)

### What you will need?

- 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 when connecting to ResNet.**
- Start up your web browser, which should open the **ResNet Registration Welcome to ResNet** page. If this page does not appear, enter the following URL into the address bar of your web browser: **<http://resnet.yorku.ca/>**
- Continue to **Step 3 Register 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 and 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 Wi-Fi before connecting your computer to the data jack. Check and ensure that your computer is configured to obtain an IP address automatically through DHCP.



### How to configure your computer to use DHCP?

#### 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 the **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.



### 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 the website for more info:** [inres.info.yorku.ca/router/](http://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?

Monthly charges and rates:  
**\$21.50/month + HST**  
Installation/Move Fee **\$43.50**

## Bundle Up and Save More!

[inres.info.yorku.ca/bundle/](http://inres.info.yorku.ca/bundle/)

## How to Order

- Order phone service by email. Please visit the website for detailed information.  
[inres.info.yorku.ca/myinres/](http://inres.info.yorku.ca/myinres/)

## What You Will Need

- A phone set (wireless phone sets are not recommended) and a phone cord.

## Basic Phone Service and Features

- √ 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/](http://inres.info.yorku.ca/phone-guide/)

## Terms and Conditions

- [inres.info.yorku.ca/terms/](http://inres.info.yorku.ca/terms/)

## MOVING OUT?

Your account will continue to be charged until service is cancelled.

Visit the website for detailed info on how to cancel ResNet/Phone service  
[inres.info.yorku.ca/myinres/](http://inres.info.yorku.ca/myinres/)

## 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](mailto:gta.directsales@rci.rogers.com) to order service.



**CONTACT**  
**InRes Services**

[inres.yorku.ca](http://inres.yorku.ca)  
**416-736-5800**  
[inres@yorku.ca](mailto:inres@yorku.ca)

# InRes

## ResNet Phone



**YORK**  
**APARTMENTS**

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