



How to connect to ResNet?

Order ResNet service prior to moving-in (excluding Passy Apartments). For detailed info on how to order, go to 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/

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/

How to Order

- Visit the website for detailed information on how to order phone service.
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/

Terms and Conditions

- 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/

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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InRes

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