The Department of University Information Technology is committed to providing excellent network and telecommunications services in support of your academic success at York University. We are very pleased to announce that the upgrade to network services at the York Apartments is now underway. The new, high speed Wi-Fi network will be a significant improvement over the current Resnet service as it will provide you with much faster connection speeds. In addition to the convenience of wireless service, no registration is required. Also, as each building is completed, residents will no longer be billed for this service.

Welcome to the NEW ResNet!

Each apartment will be provided with a dedicated wireless network access point. This access point will replace the existing wall-plate jacks currently in your suite. In addition to dual band, high quality Wi-Fi service in your residence, there is provision for two hardwired devices to connect to the access hub. The new hub can also support an optional VoIP phone service subscription.

Simply plug your computer into the data port marked either LAN 2 or LAN 3 on the CISCO wall mount AP.

If you subscribe to phone service, your VoIP phone must be plugged into the green port on the AP.

No configuration is required - it works with the normal, default settings of DHCP, auto negotiate speed and duplex. If you are not sure if your equipment is set to auto-auto, please contact InRes Client Services for assistance.

The Wi-Fi service will broadcast the *AirYorkPLUS*, *eduroam*, and *Wi-Fi-Info* services. *AirYorkPLUS* and *eduroam* services require a PPY (Passport York) account to login and are available to all York students, staff and faculty. *Wi-Fi-Info* offers help for using York Wi-Fi services and does not require any login, but has no connectivity to internet.

Please do not attempt to remove the York owned access point from the wall. Special tools are required. These access points cannot be used in other locations without a central controller. **Please note**: do not modify the label on the new Access Point. This identification should be reported in service calls to help serve you better. To clean this unit; use a soft, damp cloth to wipe the outside casing of the access point.

Please take reasonable precautions to ensure your attached devices are secure and safe for use on the network. Check for the latest software updates; ensure that you have up to date virus protection. If you come across anything you are unsure of, or have any questions, please contact InRes Client Services. We are here to help!

FAQ's

When will my apartment be upgraded?

Work started on 320 Assiniboine Rd. in January 2018.   The Assiniboine Rd apartments will be upgraded first, followed by Passy Crescent apartments and then Atkinson Rd. The Housing Office will inform you of the specific date of your installation.

When will the new Wi-Fi Service be available?

The new Wi-Fi service will be enabled for the entire building once all the installations are completed. Housing services will announce the date of Wi-Fi light-up as soon as it is scheduled for each building.

Can I use both ports LAN2 and LAN3?

YES. Total bandwidth to the in-suite hub provides service to all attached wired and wireless devices.

How do I get York's VoIP phone service and how much is it?

Please fill out the online request form at inres.yorku.ca. The monthly fee is $21.50 plus tax and there is an installation/move fee of $43.50. A technician will be scheduled to install the phone in your apartment.

What are my computer's wired requirements?

- A computer with an RJ-45 Ethernet port. (On some laptops that do not have built-in RJ-45 Ethernet port, you may need to purchase an external USB Ethernet adapter.)
- Your computer should have all operating system critical updates and an Antivirus program that has recent virus definitions.
- An Ethernet cable (category 5 or higher) will be necessary to connect to the port in your suite. Please note: University Information Technology (UIT) does not provide Ethernet cables to residents. Residents must purchase Ethernet cables on their own.

Can I use a Wi-Fi Router?

The use of WI-FI ROUTERS is **NOT PERMITTED** in the York Apartments. Please see the ResNet Service Terms & Conditions for more details.

I'm moving out. Do I need to do anything about my internet service?

No. Please leave your Access Point on the wall.

I'm moving out and subscribe to phone service.
 What do I do with the VoIP phone?

Please fill out the termination request found on our website at inres.yorku.ca. This will ensure that your service is disconnected and that your billing is ended. A technician will be dispatched to pick up the phone. VoIP phones remain the property of York University. A replacement charge of 100.00 will be billed to your Student Account if the phone is lost or damaged.

FAQ's for current Bell Canada subscribers

Why is my service being interrupted?

The building cabling is being replaced with higher quality cable. All cable must be replaced at the same time due to the construction of the building. Once the cable has been replaced, your existing Bell service will be rerouted over the new cable.

Will my service be restored after this work is completed?

The Bell service should be restored the same day the cable is installed.

Can I switch to the new ResNet service?

Yes! Please contact us. We will schedule a technician to install the new Access Point.

What if I want to get Bell service in place of the York free Wi-Fi?

Please contact us to arrange removal of the Cisco Access Point device before Bell comes.

What if I want Bell phone service and ResNet?

Unfortunately, both services cannot be used simultaneously.

QUESTIONS?

VoIP Phone or ResNet Support:

Please contact InRes Client Services:

Phone: 416-736-5800 or ext. 55800 on campus

Email: inres@yorku.ca

Web: inres.yorku.ca

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Welcome to

the

NEW

ResNet!

YORK APARTMENTS

RESIDENCE NETWORK UPGRADE PROJECT

INFORMATION AND FAQ'S

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