

Connecting to the Housing Internet

Apartment Complex (Students Only)

➤ How to connect to Wi-Fi (CSUDH – Students):

1. Check Your Email:

Look for an email from **no-reply@wifuseradmin.com** in your **Toromail** inbox with the subject:

✉ "Wi-Fi Access at CRSNCAUX – CALSTATE DOMINGUEZ HILLS – Action Required."

2. Review & Accept Terms:

Open the email and click the link to review the **Terms of Service**. Read the terms carefully, then click **"I Agree"** to proceed.

3. Receive Your Wi-Fi Credentials:

Once you accept the terms, you will:

✓ Be redirected to a webpage displaying the **Wi-Fi name** and **your personal password**.

✓ Receive another email from the same sender with the subject:

✉ "Wi-Fi Access at CRSNCAUX– CALSTATE DOMINGUEZ HILLS:Welcome! Here's your Password."

This email will contain your **Wi-Fi name and password** for reference.

🔒 **Never share your password with other roommates.**

4. Connect Your Devices:

On your devices, select **"CSUDH - Students"** from the available Wi-Fi networks and enter your personal password to connect.

➤ Troubleshooting

◆ **Wi-Fi Only:** We provide **Wi-Fi internet only**—please do not attempt to use an **Ethernet cable**. If your PC doesn't have a built-in Wi-Fi card, you may need a "Wi-Fi adapter" to connect to the network.

◆ Reset Your Connection:

Try **forgetting** the network on your device, then restart it and reconnect to **"CSUDH – Students"** using your personal password.

◆ Still Need Help?

☎ Contact Spectrum Community Solution:

1. Dial 855-895-5302
2. Say "Continue"
3. Say "It's Something else"
4. Say "90746"
5. Say "Technical Support"
6. Say "Internet" Then wait to get connected to a representative.

✦ When calling, provide the following details to the representative:

- **Archer Site ID:** 4679376 (You may try 90747 (campus zip code) if an Rep. couldn't locate your unit)
- **Your Apartment number (ex. A2)**
- **Site Name:** CALSTATE DOMINGUEZ HILLS - CARSON, CA
- **Account number:** 8448300460881417

◆ Further Assistance:

If Spectrum cannot resolve the issue, please **submit a Maintenance Request** via the **StarRez Portal**.