# MyCampusNet:
## WiFi Setup

Manzanita Square has partnered with MyCampusNet to provide internet service to your residence.

<u>Please read this letter in its entirety before attempting to connect.</u>

## TO GET ONLINE WITH YOUR LAPTOP, PHONE, OR TABLET

1. From your available networks, connect to "Manzanita-WiFi-Start-Here"*
2. Sign up for a new account
3. Log into your new account
4. Customize your wireless password under the "My Devices" tab
5. Forget the "Manzanita-WiFi-Start-Here" network
6. Reconnect to "Manzanita-MyCampusNet-5G" or "Manzanita-MyCampusNet-2G" using your new personal wireless password/key

*If device is an iOS or Android device:
1. Click the (i) next to the network name or go to Wi-Fi settings and disable "Private Wi-Fi Address" or "MAC Randomnization"
2. Click "Join Network" and proceed with the instructions above

## TO ADD YOUR GAMING CONSOLE AND ALL OTHER DEVICES

1. From your laptop, phone, or tablet, connect to "Manzanita-MyCampusNet-5G " or "Manzanita-MyCampusNet-2G"
2. Once connected, open a web browser, and go to: manzanita-square-sfsu.campusconnect.net
3. Log in to your account and select "Devices" at the top of the home page
4. Enter the MAC address or WiFi address of the device and select "Add"
5. Connect your device to "Manzanita-MyCampusNet-5G " or "Manzanita-MyCampusNet-2G" with your password

## TIPS AND TRICKS

1. For iOS14+ and Android 10+ devices - turn off your private address or MAC randomization feature <u>BEFORE</u> connecting to Manzanita-MyCampusNet-5G or Manzanita-MyCampusNet-2G.

2. Always Connect to Manzanita-MyCampusNet-5G for faster, uninterrupted wireless connectivity – Only devices that cannot see the Manzanita-MyCampusNet-5G network should connect to Manzanita-MyCampusNet-2G. To ensure a constant connection to Manzanita-MyCampusNet-5G, you need to eliminate the option for your device to connect to the 2G network. Go to your device's wireless settings and forget Manzanita-MyCampusNet-2G or disable automatic connection to the 2G network.

3. Laptop Drivers – When was the last time you updated your laptop driver? Outdated drivers, specifically many Intel drivers, could be impacting your connection or speed. Update your drivers to ensure optimal performance.

4. Email ManzanitaSquare@americancampus.com if you need help beyond the 24/7 support options.

## HAPPY CONNECTING!

MANZANITA SQUARE