

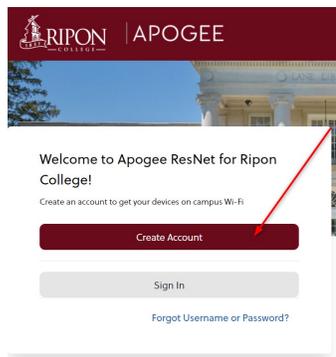
APOGEE

The instructions below show you how to download the app and register your devices in the portal – once you move into your residence hall you will connect each device to the network and service should come up automatically.

1. **Mobile:** Download the Apogee ResNet app from the App store via this QR code:



2. **From a PC and Mac** Connect to “My ResNet Start Here” from your available Wireless Networks and then Open a Browser (this should auto direct to <http://ripon.apogee.us> If it does not automatically take you there please type <https://ripon.apogee.us> into your browser).
3. Click the link to create a new account if you are a first time resident. If you had a ResNet account in the past, you can use your same account and click “Sign In”. Be sure to update your profile with your new room location.



4. Fill out the required fields for account creation and click “Create Account” when done. Select “Resident” if you are living on campus and “Visitor” if you are just visiting. Note: Visitor accounts expire daily and have slower speeds than resident accounts. Also, make sure you do not enter a space after your email address..... or it will say it is not valid.

Pick an Account Type*

- Resident
- Visitor
- Faculty/Staff

5. Once inside the portal, click “Go to your Wi-Fi Password” under the devices box on the right:

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6. Check to make sure the password here is the same as the one you just created for your new account by clicking the “Show” button. If you are signing in from a previous account you can click to remind yourself of your password if needed. **Make note of this password – you use it to connect each device when you move onto campus.**

Set Up Personal Network Wi-Fi Password

Wi-Fi Password

..... [Show](#) [Save](#)

This password should be the same as the password you just created for your account. Click “Show” to verify.

This password will be entered into your device when you join the “MyResNet” SSID once on campus

Helpful Links

- [Turn off Private MAC Address for Apple iOS 14 and watchOS 7 devices](#)
- [Search for instructions to disable MAC randomization on your Android device](#)

7. Register **each device** that will need wired or wireless access by registering the MAC address of the device in the portal (you can add/change/delete devices and return to the portal at any time). Enter device data as instructed. (scroll down below wi-fi password area to see the “My Devices” fields)

1. Choose Your Device

Select... [v](#)

Ex: Laptop

2. Name Your Device

Lisa's Laptop

3. Enter MAC Address

____ : ____ : ____ : ____ : ____ : ____

[Clear form](#) [Google how to find the MAC address of your device if you are unsure of where to find it](#) [Use image](#)

[Add Device](#)

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- Once your device is registered correctly you will see it listed below (scroll down on that same page) – a green dot will show in the portal next to your device once it is online successfully (it will not be online 100% at this point) NOTE: This button will not be green until the network is live and you join the SSID from your device.

MY DEVICES

Click here to edit or delete a device from your account

There will be a green dot here when the device is successfully connected online

DEVICE TYPE	NAME		
Amazon Fire 02:A6:2C:FO:4A:B5	Test VM Wifi		Details

Click here to edit or delete a device from your account

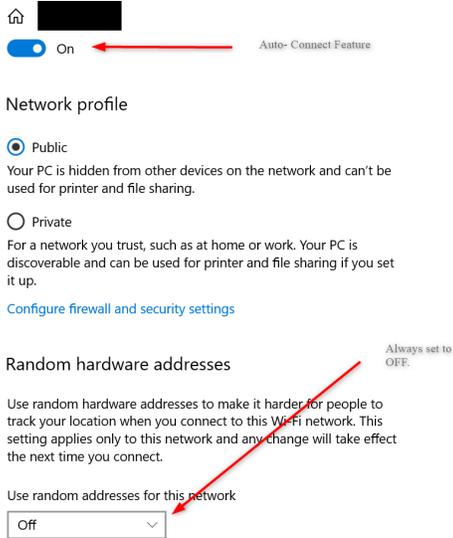
APOGEE My Devices Support Account

Click here at any time to return to the main screen

Once you move onto campus, follow these steps to connect each device:

- Go to your device and click on the wireless settings. Navigate to your SSID list and choose “MyResNet 5G” If you can see the 5G SSID ALWAYS choose this SSID for faster speeds and the best user experience. If your device is older, it might only be able to see “MyResNet 2G” – if so, choose that one. Enter the Wi-Fi Password you wrote down above in Step 6 (same PW as your account PW). This will only work if the Mac Randomization/Private Address feature is set to **OFF** on your device.
- Click within the SSID on your device to allow your device to auto-connect/auto-join each time to the SSID. Be sure to forget any other SSID’s that you used to connect to in the past on campus. You will want your device to stay on MyResNet anywhere on campus for the best user experience. Again, the private address feature on the SSID should be OFF.

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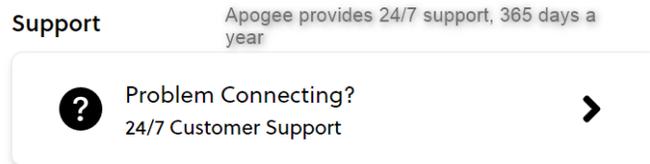
11. Once connected on your device to MyResNet with your password, there should be a green dot next to your device name in your portal.

12. To return to your portal at any time, use your Apogee app or the <https://ripon.apogee.us> URL.

NEED SOME HELP?

If you need any help, a support representative is available 24 hours a day to assist you.

- Call support at [855-465-6746](tel:855-465-6746) (Ripon specific number)
- Email support@myresnet.com
- Chat live at www.MyResNet.com
- Receive support directly from your Apogee app



Sincerely,

The Apogee Team