

Ion Austin

How do I get online?

To get online with your laptop, phone or tablet:

- Connect to MyCampusNet-Ion or MyCampusNet-Ion Legacy
- Enter the default wireless password/key: **internet**
- Sign up for a new account, or login to your existing account
- Forget the MyCampusNet-Ion Wi-Fi network or MyCampusNet-Ion Legacy
- Reconnect to MyCampusNet-Ion or MyCampusNet-Ion Legacy using the password you created

To get your gaming console, smart speaker or other device online:

- Connect to MyCampusNet-Ion or MyCampusNet-Ion Legacy on your laptop, phone or tablet
- Open a web browser and go to <http://wi.fi>
- Login to your account and click Devices at the top of the home page
- Enter the “MAC address” or “Wi-Fi address” of the device and click “add”
- Connect your device to MyCampusNet-Ion or MyCampusNet-Ion Legacy using the password you created

How do I contact support?

- **Call** 855-868-7156
- **Chat** with us [here](#)
- **Text** “connect” to 84700

How do I retrieve my username and password?

- Connect to MyCampusNet-Ion or MyCampusNet-Ion Legacy
- Open a web browser and go to <http://wi.fi>
- Click on the **Forgot Password** link.
- Enter your account username.
- Answer the security question you created for your account.
- Create a new password.

How many devices can I have active at once?

- Your account will be allowed a limited number of active devices at one time. When you log into your account on <http://wi.fi> your account details will include a maximum active device count.
- Any device over the maximum number of active devices will be listed as inactive and not able to access the internet. You may remove a device from the active list to replace it with a device from the inactive list.

Once I have the maximum number of active devices added, how do I add another?

- Once you've reached the maximum number of devices, you will need to remove one of the active devices in order to add another device.

What is a MAC address?

- A MAC address is a hardware identification number that is unique to each device that can connect to a network. A device that can connect with a wired Ethernet connection has a wired or an ethernet MAC address. If the device can connect to a Wi-Fi network, it will have a wireless MAC address. A device that can connect with an Ethernet (wired) or wireless (Wi-Fi) connection will have both. MAC address is also known as physical addresses or hardware address.

How do I find my MAC address?

- Windows PC:
 1. Click Windows Start or press the Windows key.
 2. In the search box, type "cmd" and press Enter. (This will open the command Prompt.)
 3. Type "ipconfig/all" press Enter. Under Ethernet adapter/Wireless LAN adapter you will see the physical address listed. The Physical address is the MAC address needed to add to your account.
- Macintosh OS X:
 1. Select Apple Icon
 2. Click System Preferences
 3. Click Network
 4. Click Advanced. A network box will display.
 5. Click Wi-Fi. A Wi-Fi Address or Airport Address will display. This is your MAC address.

- IOS:
 1. Tap Settings
 2. Tap General
 3. Tap About.
 4. Here A Wi-Fi address displays. This is the MAC address.
- Android:
 1. Select Settings
 2. Tap About Device
 3. Tap Status. A Wi-Fi address or Wi-Fi MAC address is displayed. This is the MAC address.

What is a session?

- A session refers to the time period that a device is actively connected to the network. The number of active sessions is shown at the top of the account management page.

Can I have a router?

- Routers are not permitted.

Can I cast from device to device?

- Casting from one device to another device is supported. Devices you wish to be able to cast to must be added to your account and both listed as active devices.

Can I use smart home devices?

- Yes, you will be able to add your smart home devices to your account and set them up within your Personal Area Network (PAN).

What is a Personal Area Network (PAN)?

- Your Personal Area Network is a private network for your devices. This is a secure network where your devices will be able to interact with all your devices added to your account. This will enable you to enjoy the benefits and functionality you would have in a home or small office network. You will be able to access your printer and print from your devices, pair any smart devices to devices added to your account and take advantage of the functionality of all the internet of things (IoT).

Where do I find the channel line-up for my school?

- Go to www.Zap2it.com
- Select "Change My Location"
- Enter your Zip code
- Select the link for your location