

QUICK-START GUIDE

HOW TO GET ONLINE

Great news! Internet is active in your apartment when you move in.

SET UP YOUR INTERNET

- 1** Connect to the **xfinitywifi_HUH_Res W-Fi** network and use the password **huhwifi9434** to login.
- 2** Follow the on-screen instructions to set up your account and begin browsing.
- 3** Repeat the steps above for each device that you would like to connect to the internet.
- 4** For the best experience, restart each device after it is registered.

To connect a device without a web browser, (think gaming console, printer, internet TV, etc.) please visit harvard.xfinity.com/myaccount.

VISIT HARVARD.XFINITY.COM

- Get help with registration
- Manage your account
- Add devices
- View a list of available services
- Access our FAQs

CONTACT US

Harvard.xfinity.com

 866-848-0281  support@harvard.xfinity.com

xfinity

See other side for FAQs

Comcast XFINITY FAQs

1. What are the differences between the Resident Network (Xfinitywifi_HUH_Res) and the Guest Network (Xfinitywifi_HUH_Guest)?

- Xfinitywifi_HUH_Res is the primary internet network for residents who live in Harvard University Housing. Xfinitywifi_HUH_Guest is intended for guests of HUH residents or other short term guests.
- The HUH_Guest network will require the user to login and restart a new internet session after 24 hours of being on the network.
- Please use the HUH_Res network if you plan to use the network frequently as this will automatically login your device. Sometimes devices will “remember” the guest network, so please remove the Guest network from your device to ensure you are connecting to the HUH_Res network at all times.

2. Are there any privacy issues I should be aware of?

To enhance privacy, we recommend that residents add a password or PIN to each of their devices, particularly media streaming devices such as Chromecast and AppleTV. If you need assistance doing so, please contact the manufacturer for instructions. Additional information can be found on the Comcast portal during the registration process.

3. Can I connect devices that lack a web browser?

- Yes, you can add devices to your account by following the instruction provided to you on the XFINITY flyer. In some circumstances, residents have experienced issues connecting certain Smart Home or IoT (Internet of Things) devices. The equipment manufacturer is currently working to resolve these issues.
- Please contact XFINITY’s help desk (866-848-0281) with questions about manually configuring devices.
- It is recommended to connect printers via a USB cable, rather than wirelessly.

4. Wireless equipment

If there is an access point in your apartment it may serve multiple units. Please do not ever unplug it, or any of the wireless Internet equipment installed by Harvard University Housing, even if you choose to opt out of the HUH XFINITY service.

5. Support

If you experience any issues with the XFINITY system please contact Comcast directly. You can call their Harvard-dedicated support line 24 hours a day at 866-848-0281. Please have your device(s) available when calling.