

# GUIDE TO RESIDENTIAL NETWORK SERVICE

living & learning  
residential  
FALL 2009



**Get connected!** Residential Living & Learning is thrilled to partner with Apogee to provide you with the most advanced residential network service available. To guarantee that you're connected as soon as you move-in, choose your plan below and follow the steps on the other side to sign up and activate your account. System requirements for broadband service are available at [myresnet.apogeenet.net](http://myresnet.apogeenet.net) under the Quicklinks section.

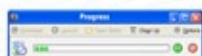
Choose your network speed  
then sign up at [myresnet.apogeenet.net](http://myresnet.apogeenet.net)



High Speed Broadband Internet

## BASIC INTERNET

**256** Kbps wired download speed



125Mb in 1 hour

**Basic service is included at no additional cost**

Account must be activated at [myresnet.apogeenet.net](http://myresnet.apogeenet.net) prior to using the network

## GOLD HIGH SPEED

**3** Mbps wired download speed



125Mb in 5 minutes

Fall only \$89.95

Fall & Spring \$179.90

*Less than \$18 a month!*

All prices include tax  
Based on ten month semester

## Activating your account



Activate your service before you move in so you're connected the minute you arrive! Sign up now at [myresnet.apogeenet.net](http://myresnet.apogeenet.net) or just print and mail the attached order form (not required for basic service). If you choose an upgraded service, you can pay a flat rate for one semester at a time or for the full academic year in advance. As soon as your account has been created, you will receive a username and password by email, which you will use to access the internet upon move-in.

For assistance activating your account, call us toll-free at 1(877)478-8801.

## Connecting to the network



Once your account has been activated, you can start surfing as soon as you arrive. To connect to the network, plug your computer directly into the data jack in the wall using an Ethernet cable. (Be careful not to confuse this with a phone cable, which is similar but smaller in size.) Make sure any bridged connections you have are removed or disabled.

Immediately upon opening your browser window, you will be automatically redirected to a login screen. Enter the username and password you received when you activated your account and you will be instantly connected.


## Protecting your computer



As with any network, there is an element of risk associated with being online. That's why it's important to make sure your computer is up to date with the latest antivirus and spyware control software. Visit [myresnet.apogeenet.net](http://myresnet.apogeenet.net) for free software downloads and access to articles on using the network safely and legally.

**IMPORTANT: Do not share your account username and password with anyone.** Your Apogee network account is for use by you and you alone. Sharing your account puts you at risk for serious security and legal issues. **Routers (Ethernet and wireless), access points and other such network devices are prohibited** because they cause connection problems and can interfere with the network access of those around you. If you are found to be in violation of this policy, your network access could be suspended.

Please review Apogee's end user service agreement at [apogeenet.net/pdf/eua.pdf](http://apogeenet.net/pdf/eua.pdf).

Activate your account instantly at [myresnet.apogeenet.net](http://myresnet.apogeenet.net), or detach and mail the order form below 

Order form **must be postmarked by August 8th** to ensure that your username and password are available upon move-in.



### Select Service Package

	Fall only	Fall & Spring
<input type="checkbox"/> Gold High Speed	\$89.95	\$179.90
<input type="checkbox"/> Basic	Activate at <a href="http://myresnet.apogeenet.net">myresnet.apogeenet.net</a>	

ALL PRICES INCLUDE TAX

Mail form with payment to: Apogee  
Payment Department  
715 W 23rd St, Ste M  
Austin, TX 78705

### Select Method of Payment

- check payment \$\_\_\_\_\_ please write students name on check
- credit card payment credit card address MUST match billing address  
card # \_\_\_\_\_  
exp: \_\_\_\_\_ \*security #: \_\_\_\_\_

\*the security # is the last three digits on the back of your credit card. For American Express it is the four digits above and to the left of the credit card number.

signature: \_\_\_\_\_  
credit card will not be processed without cardholder's signature

Accounts with returned checks are subject to service fees. It is the account holder's responsibility to make sure credit charges are made by authorized users.

### student information

- I have had an account with Apogee before  
 I have NEVER had an account with Apogee

student's name: \_\_\_\_\_

last 4 ssn: \_\_\_\_\_

room # (if known): \_\_\_\_\_

room phone (if known): \_\_\_\_\_

alt phone: \_\_\_\_\_

email: \_\_\_\_\_

required for service

### billing/permanent information

\*if using a credit card, the name and address associated with the card MUST match the billing information. It is the account holder's responsibility to make sure credit card charges are made by authorized users.

billing name: \_\_\_\_\_

state id or driver license #: \_\_\_\_\_

address: \_\_\_\_\_

daytime phone: \_\_\_\_\_

alt phone: \_\_\_\_\_

email: \_\_\_\_\_

required for account confirmation/receipt