Troubleshooting

Having issues connecting? Try these tips first to solve your issue quickly.

- Clear cookies/cache and restart your browser
- If you are using wireless, make sure you are connected to "Academy_WiFi" See if you
- can connect using a different WiFi device or connect to a wall outlet using an ethernet cord
- Check to see if you have a proxy configured
- Verify that you don't have a static IP/DNS configuration

How to Clear Cookies/Cache

While in your web browser:

- Internet Explorer: Press **Ctrl+Shift+Delete**
- Google Chrome: Press **Ctrl+Shift+Delete** and click **Clear Browsing Data**
- Mozilla Firefox: Press **Ctrl+Shift+Delete**
- Safari (Mac OS): Press **Cmd+Option+E**

How to Check for a Proxy

Windows:

- Press **Windows Key+R**
- Type **inetcpl.cpl** and press **Enter**
- Go to the **Connections** tab and click **LAN settings**
- The only box that should be checked is **Automatically Detect Settings**

Mac OS X:

- Press **Shift+Cmd+K**
- Select your connected adapter on the left and click **Advanced**
- Select the **Proxy** tab and make sure none of the boxes are checked

How to Verify Your IP/DNS Configuration

Windows:

- Press **Windows Key+R**
- Type **inetcpl.cpl** and press **Enter**
- Right-click the connection that you are using and select **Properties**
- Left-click **Internal Protocol Version 4 (TCP/IPv4)** and click the **Properties** button
- The options for **Obtain Automatically** should be selected for IP address and DNS server

Mac OS X:

- Press **Shift+Cmd+K**
- Select your connected adapter on the left
- Ensure **Using DHCP** is selected

Support

Tried the troubleshooting tips and still having issues? Call the Xfinity Support Team at 844-602-9973 or email **XfinityWiFiHelp@bigwireless.net**. You'll need to be in your room with the device that's giving you issues. Please note: Your front desk/property management team will not be able to troubleshoot for you.

When calling, you'll need:

- The address where you live
- Your unit number
- The problems you are having with connectivity
- Wireless MAC address for the device you are trying to connect

- Your phone number
- The ticket number for an existing issue, which makes it easy to pull up your account and issue information

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