



Dear Delaware Valley University Housing Students,

Effective May 31, 2022, Apogee will launch new ResNet upgrades such as Single Sign On (SSO), Personal Area Network (PAN) and secure Wi-Fi. To make sure you're connected to Wi-Fi, follow the steps below.

**Please read this letter in its entirety before attempting to connect.**

### Get started with your laptop, phone, or tablet:

1. From your available networks, connect to the network called “**MyResNet-StartHere**”
2. Next, open a browser to be redirected to the portal or visit <https://delval.apogee.us>
3. Sign up for a new account using your school credentials (username & password)
4. Follow the instructions in the portal to add devices and create your personal passkey
5. **For iOS14+ and Android 10+ devices** – in your device settings, turn off your private address or MAC randomization feature BEFORE connecting to “**MyResNet-5G**” or “**MyResNet-2G**”. Go to <https://delval.apogee.us/support> for instructions.
6. Reconnect your devices to the preferred “**MyResNet-5G**” or “**MyResNet-2G**” using your new personal wireless passkey
7. **Important step** - From your available networks, forget the network called “**MyResNet-StartHere**” as it is no longer needed and will not allow you to browse



### Pro Tips:

**Always Connect to MyResNet-5G for faster, uninterrupted wireless connectivity** – Only devices that cannot see the MyResNet-5G network should connect to MyResNet-2G. To ensure a constant connection to MyResNet-5G, you need to eliminate the option for your device to connect to the 2G network. Improve your experience now and go to your devices wireless settings and forget MyResNet-2G or disable automatic connect to the 2G network.

**Device Registration** – devices need to be registered for both Wi-Fi and ethernet connection. If you register a laptop for Wi-Fi and then attempt to plug it into an ethernet port, you must register the device for ethernet use.

### NEED SOME HELP?

If you need any help registering or connecting your devices, a support representative is available 24 hours a day to assist you.

- Call support at **855-371-5066**
- Email [support@myresnet.com](mailto:support@myresnet.com)
- Chat live at [www.MyResNet.com](http://www.MyResNet.com)

Sincerely,  
**The Apogee Team**