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Purpose
Provide Housing Tenants “How-To” instructions for connecting their wireless devices to the UCSFhousing wireless network for access to the internet.

This document will provide the steps necessary for connecting to the UCSFhousing wireless network at the Mission Bay, Tidelands, and 3rd Avenue & 145 Irving Housing properties. You will need to register your Media Access Control (MAC) address information in order to allow access to the internet using this new wireless network.

All tenants who access the UCSFhousing wireless network abide by the UCSF Housing Information Security Access Policy.

Connecting to the UCSFhousing Wireless Network
Access to the UCSFhousing wireless network requires that all Tenants register their device’s MAC addresses (physical address) before they will are allowed to connect to the UCSFhousing wireless network.

IMPORTANT NOTE: UCSFhousing wireless will not work if the following steps have not been completed prior to connection:

- Update your UCID in the Housing Portal, it takes 24-48 hours after you have updated your UCID to process.
- Fully check-in to your unit in housing. We will send you an email confirmation titled “UCSF Housing Apartment Inspection Instructions” once you are checked-in.

Connecting with a Web Browser
For wireless devices with a web browser (laptops, smart phones, tables), connect to the “UCSFhousing” wireless network first. You will then be redirected to the registration page.

1. Follow your device’s user instructions to connect to the “UCSFhousing” wireless network.
   a. When asked to select wireless network, select “UCSFhousing”.

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b. For some devices, you may have to manually enter the SSID name. Type in “UCSFhousing” as shown. (UCSFhousing is case sensitive.)

2. When prompted for the password, enter the password below.

| SSID:     | UCSFhousing | Password: | vwxj8vajmmu55m8t |

**Connecting without a Web Browser**

For wireless devices *without* access to a web browser (AppleTV, Chromecast, FireTV, Amazon Echo, Google Home, HomePod), you need to register from devices already connected to the UCSFhousing wireless network.
Device Registration
In order to register each device, you will need a MAC Address (Media Access Control Address). If you do not know how to find your MAC address, please refer to the “How to find MAC addresses” section.
You can only register devices under the UCSF Housing Wireless and NOT under UCSFwpa and UCSFguest.

After connecting to UCSF Housing wireless network, register your device with Access to a Web Browser:

1. The first time the device connects to “UCSF Housing”, you will automatically be redirected to the “Housing Wireless Registration” login screen.

2. If you are not redirected automatically, please go to https://wifi.ucsf.edu/guest. You will then be redirected to the “Housing Wireless Registration” login screen. Note: You will need to connect to the UCSF Housing wireless network in order to access this portal.

3. Login using your UCSF email account.
4. Upon successfully logging in, you will see the below “Create Device” screen. You will register your device here with its MAC address.
5. After clicking “Create Device”, you will see the confirmation screen below.

6. Disconnect from the UCSFhousing wireless network from the device you used to register the device. Leave device disconnected for a few minutes and then reconnect. The device should now have access to Internet.
Register other Devices with no Access to a Web Browser:
Examples of these devices are: AppleTv, Chromecast, FireTV or Smart Tv’s.

1. Please go to https://wifi.ucsf.edu/guest from the device you have with a web browser. You will then be redirected to the “Housing Wireless Registration” login screen. **Note: You will need to connect to the UCSFhousing wireless network in order to access this portal.**
2. Login using your UCSF email account.
3. Upon successfully logging in, click on the Create Device tab, and enter the device name and MAC address.

If the device supports Airplay or Chromecast, you will be able to see Airplay or Chromecast services between your devices automatically. If you would like to share your AppleTV or Chromecast device with other users, enter their usernames in “Shared With” field. If not, leave it blank.
4. After clicking “Create Device”, you will see the confirmation screen below.
5. Disconnect from the UCSFhousing wireless network from the device you used to register the other device. Leave device disconnected for a few minutes and then reconnect. The device should now have access to Internet.
Managing Registered Devices

To manage or check the status of your registered devices, open your web browser and log on to https://wifi.ucsf.edu/guest and click on “Manage Devices”. Please note, you have to be on the UCSFhousing network to sign into your account to manage your devices.

If you have an additional occupant, you can register their device in this portal under “create device.”

Click on the device, you will see a sub-menu to remove or edit the device.

PLEASE NOTE: It may take 24-48 hours for the new wireless account to start working on your devices. Top of the Document
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How to find MAC (Media Access Control) Addresses on Devices

AppleTV
- From the main menu, choose Settings, and then click About or Network.
- Look for the MAC address next to “Wi-Fi address” for the wireless connection.
- Alternatively, you may find the MAC address printed on the UPC label on the Apple TV box.

Google TV
- From Settings, select Network, and then Status. Your MAC address will appear on the screen.

Roku
- From the Roku home screen, select Settings, and then About. The MAC address will appear on your screen.
- Alternatively, you can find the MAC address on the bottom or back of your Roku.

Amazon Fire TV
- From the Home screen, press Menu.
- Select Settings. You should see the Wi-Fi MAC Address located in the Device Info section.

Amazon Echo
- Click here for steps on how to obtain the MAC Address for the Amazon Echo.

TiVo
- From the TiVo Menu, select Settings, and then choose Phone/Network. Your MAC address will appear on the page that opens.
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Vizio Smart TV
- Press the Menu button on the remote and select Network, and then Manual Setup.
- Wireless MAC address will appear on the screen.

Seiki Smart TV
- From Settings, go to Setup, and then Network, and then IP address.
- Both the wireless and wired MAC addresses are listed on this page.

Microsoft Gaming
Xbox One
To Find the MAC Address in Xbox One Console:
- Go to My Xbox in the Xbox Dashboard and select Settings.
- In the Settings pane, select Network.
- Select Advanced Settings from the Network Settings tab.
- At the bottom of this screen you’ll see a heading for Wired MAC and Wireless MAC.

Sony Gaming
Playstation 4
- Turn on your Playstation 4 without any disc in the drive and wait for the menu to pop up.
- Navigate to the "Settings" icon (located on the far left).
- Select the "System" icon under the Settings menu.
- Select "System Information."
- You will see your MAC address listed on this screen, containing letters and numbers in the format xx.xx.xx.xx.xx.

PlayStation 3
- Go to “Settings>System Settings>System Information.”
- View information on the PS3 system. You can check information such as system software version, MAC address (i.e. xx.xx.xx.xx.xx.xx), current IP address, and remaining hard disk capacity.
Nintendo Gaming

Wii-U
- From the Wii Channel menu, select "Wii Settings" (the round button on the bottom-left of the screen with Wii on it).
- Select "Internet," then "Console Settings."
- The MAC address of the Wii console is displayed on the first line.

Wii
- Turn on your Wii.
- From the “Wii Menu” select “Wii Options.” (It is the round button in the lower left corner that says “Wii.”)
- Select “Wii Settings.”
- Scroll to the right to “Wii System Settings 2.”
- Select “Internet.”
- Select “Console Information.”
- The MAC address will be displayed (i.e. 01 33 b2 00 8a 22).

Nintendo 3DS
- In 3DS menu, select “System Settings.”
- Select “Internet Settings.”
- Select “Other Information.”
- Confirm Mac Address.

Nintendo DS (You need wifi-enabled games running in DC to do this)
- The MAC address of the Nintendo DS can be found by going to the “Nintendo Wi-Fi Connection Setup” in the game's menu.
- Select "Options," then "System Information." The MAC address is displayed on the top line (i.e. 01 33 b2 00 8a 22).

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Helpful information
To register/manage wireless devices: https://wifi.ucsf.edu/guest

UCSF IT Service Desk
The UCSF Service Desk is available to provide support for the UCSFhousing wireless network between the hours of 8am – 6pm, Monday –Friday. The UCSF Service Desk can be reached several ways as follows:

- Call 415-514-4100
- Go to https://help.ucsf.edu/ to chat online with a Service Desk agent OR to submit a ServiceNow ticket.

Instructions for submitting a ticket through an IT Service Desk representative or online by chatting with an agent or a ticket:

- When you are connected with a IT Service Desk representative, please mention you are calling about the **UCSF Housing Wireless SSID at the Mission Bay, Tidelands, 3rd Avenue and/or 145 Irving Housing properties.**
- Provide your UCID to the IT Service Desk representative.

Note: The UCSF Service Desk will provide best effort support during the day. If a patient-critical or enterprise issue is underway when you call, you may be asked to wait until the next business day for assistance.