

APOGEE

Dear Student Residents at Southwestern Baptist Theological Seminary,

This new network will give you fast wireless speeds **all over campus** via the “MyResNet” SSID and platform.

Each student is able to register up to 10 devices and Apogee guarantees the following speeds per device:

100 Mbps Download (per device)

20 Mbps Upload

Please follow these steps *prior* to the new network going live:

To prepare in advance and make for a smooth process please gather the Mac addresses of each device that will need wireless service and write them down (google instructions for each device as needed). Ensure that when you record the Mac Address for each device you turn the private address/Mac Randomization feature to “**off**” **before** recording the Mac Address and keep that feature turned “off”. If it is “on” the Mac address will change frequently and your device will not connect to the wi-fi. Click the links below for screen shots/help with turning off the Mac Randomization:

Click on this link for step-by-step instructions for ios14+:

[Use private Wi-Fi addresses on iPhone, iPad, iPod touch, and Apple Watch - Apple Support](#)

Click on this link for step-by-step instructions for Android 10+:

[disable MAC randomization Android - Google Search](#)

The instructions below show you how to download the app and register your devices in the portal – once the network is live you will join each device to the network and service should come up automatically.

The following steps can be completed now, prior to the Apogee network going live, via the Apogee app

1. **Mobile:** Download the Apogee ResNet app from the App store via this QR code:



2. **From a PC and Mac** Connect to “My ResNet Start Here” from your available Wireless Networks and then Open a Browser (this should auto direct to <http://swbts.apogee.us> If it does not automatically take you there please type <https://swbts.apogee.us> into your browser).
3. Click “Sign In” and then it will redirect you to the SWBTS log on page - Sign in via your SWBTS email address (johnsmith@email.swbts.edu)
4. If you happen to get an error message when signing in, please hit the back arrow and refresh your screen.

- Once inside the portal, click “Go to your Wi-Fi Password” under the devices box on the right:



- Change the password to something you will remember and keep note of this password- write it down somewhere to remember it!

My Devices

Change this to something you will remember

Set Up Personal Network Wi-Fi Password

Wi-Fi Password

Hide Save

Helpful Links

[Turn off Private MAC Address for Apple iOS 14 and watchOS 7 devices](#)

[Search for instructions to disable MAC randomization on your Android device](#)

Refer to these links if you need help turning OFF the Mac Randomization feature on Apple and Android devices

- Register **each device** that will need wireless access by registering the MAC address of the device in the portal (you can add/change/delete devices at any time). Enter device data as instructed. (scroll down below the newly created wi-fi password area to see the “My Devices” fields)

1. Choose Your Device

Select... ▼

Ex: Laptop

2. Name Your Device

Lisa's Laptop

3. Enter MAC Address

: : : : :

[Clear form](#)

[Google how to find the MAC address of your device if you are unsure of where to find it](#)

[Use image](#)


Add Device



- Once your device is registered correctly you will see it listed below (scroll down on that same page) – a green dot will show in the portal next to your device once it is online successfully (it will not be online 100% at this point) NOTE: This button will not be green until the network is live and you join the SSID on your device.


MY DEVICES

Click here to edit or delete a device from your account

There will be a green dot here when the device is successfully connected online

DEVICE TYPE	NAME		
Amazon Fire 02:A6:2C:F0:4A:B5	Test VM Wifi		Details



Click here at any time to return to the home screen

Once the network is “live” follow these steps:

9. Go to your device and click on the wireless settings. Navigate to your SSID list and choose “MyResNet 5G” If you can see the 5G SSID ALWAYS choose this SSID for faster speeds and the best user experience. If your device is older, it might only be able to see “MyResNet 2G” – if so, choose that one. Enter the Wi-Fi Password you created above in Step 6. This will only work if the Mac Randomization/Private Address feature is set to **OFF** on your device.
10. Click within the SSID on your device to allow your device to auto-connect/auto-join each time to the SSID. Be sure to forget any other SSID’s that you used to connect to in the past on campus. You will want your device to stay on MyResNet anywhere on campus for the best user experience. Again, the private address feature on the SSID should be OFF.

Auto-Connect Feature On

Network profile

Public
Your PC is hidden from other devices on the network and can't be used for printer and file sharing.

Private
For a network you trust, such as at home or work. Your PC is discoverable and can be used for printer and file sharing if you set it up.

[Configure firewall and security settings](#)

Random hardware addresses Always set to OFF.

Use random hardware addresses to make it harder for people to track your location when you connect to this Wi-Fi network. This setting applies only to this network and any change will take effect the next time you connect.

Use random addresses for this network

Off

11. Once connected on your device to MyResNet with your password, there should be a green dot next to your device name in your portal.



12. To return to your portal at any time, use your Apogee app or the <https://swbts.apogee.us> URL.

NEED SOME HELP?

If you need any help, a support representative is available 24 hours a day to assist you.

- Call support at [833-495-0872](tel:833-495-0872)
- Email support@myresnet.com
- Chat live at
- Receive support directly from your Apogee app

Support Apogee provides 24/7 support, 365 days a year

 **Problem Connecting?**
24/7 Customer Support 

Sincerely,

[The Apogee Team](#)