



Dear Birmingham Southern College Employees,

Birmingham Southern College has partnered with Apogee to provide the Wi-Fi service for your campus with a new portal to easily manage your devices on the ResNet. Faculty, Staff and Administrators with an existing MyResNet account will be able to sign-in to their current account. Anyone who needs to set up a new ResNet account will need to follow the below steps to create a NEW account.

**Create your NEW account with your laptop, phone, or tablet:**

1. From your available networks, connect to the network called “**MyResNet Start Here**”
2. Next, use the QR code above or open a browser to be automatically redirected to the new [bsc.apogee.us](https://bsc.apogee.us) portal
3. Sign in using your Birmingham Southern College credentials (email address & password)
4. Enter your personal information
5. Select a security question and answer, review the terms and conditions, check box, and click Complete Profile.
6. You should receive the “User created successfully” message.
7. Click Sign In, and Sign in with your Birmingham Southern College email and password
8. Click on **Go to Your Wi-Fi Password** and change your Wi-Fi password. **Do not skip this step**, you will need this to connect to MyResNet-5G at the end of the sign-up process
9. Follow the instructions in the portal to add devices
10. Forget the “**MyResNet Start Here**” SSID and Reconnect your devices to the preferred “**MyResNet 5G**” or “**MyResNet-2G**” using your **new personal WiFi passkey**

**Here are 3 Tips to help you out:**

1. **For iOS14+ and Android 10+ devices** - turn off your private address or MAC randomization feature BEFORE connecting to MyResNet5G or MyResNet 2G. Go to [bsc.apogee.us/support](https://bsc.apogee.us/support) for instructions.
2. **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.
3. **Laptop Drivers** –When was the last time you updated your laptop driver? Outdated drivers, specifically many Intel drivers, could be impacting your connection or speed. Update your driver NOW to ensure optimal performance.

**NEED SOME HELP?**

If you need help registering or connecting your devices to the ResNet, a support representative is available 24/7/365 to assist you.

- Call **MyResNet** support at **877-478-8861**
- Live Chat from the student Portal [bsc.apogee.us](https://bsc.apogee.us)

Sincerely, **The MyResNet Team**