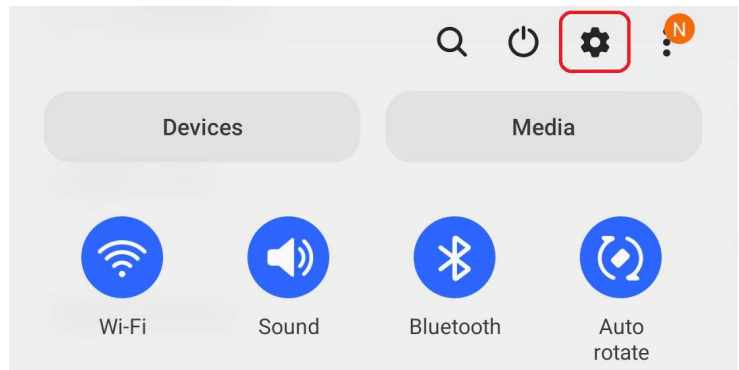


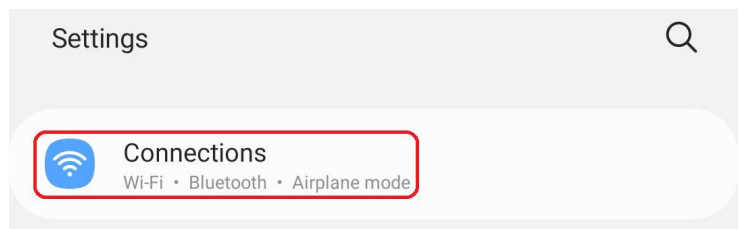
How to Connect Android Devices to Resident Network



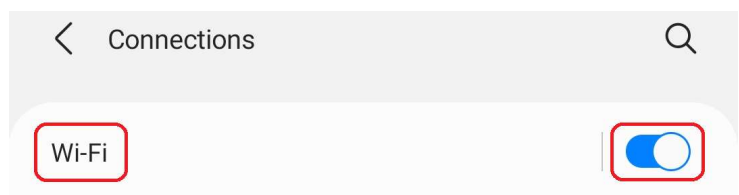
1. Locate and select the Settings icon:



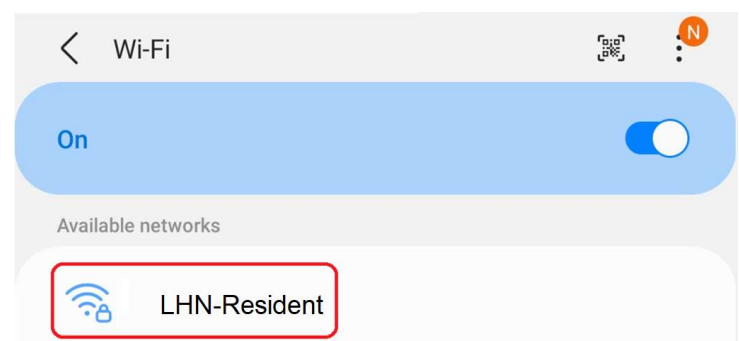
2. Within Settings, select Connections:



3. Verify Wi-Fi is enabled and select Wi-Fi:



4. From within Wi-Fi Connections, select CCI-Resident network:



5. For the appropriate fields, make the following changes:

EAP Method

- Set to PEAP

Username

- Enter username

Password

- Enter password

CA Certificate

- Set to Don't Validate

Note: If you cannot make this selection, please contact IT for further assistance

Under Advanced:

Phase 2 Authentication

- Set to MSCHAPV2

MAC Address Type

- Set to Phone MAC

5. Once settings have been set, select **Connect**:

You are now connected!

The screenshot shows a network configuration interface. Red boxes highlight the following elements: 'EAP method' set to 'PEAP', 'Identity' set to 'Username', 'Password' field, 'CA certificate' set to 'Don't validate' with a warning message 'No certificate specified. Your connection won't be private.', 'Auto reconnect' toggle switch, 'Advanced' section header, 'Phase 2 authentication' set to 'MSCHAPV2', 'Anonymous identity' option, 'IP settings' set to 'DHCP', 'Proxy' set to 'None', 'Metered network' set to 'Detect automatically', 'MAC address type' set to 'Phone MAC', and the 'Connect' button.

Technical Support

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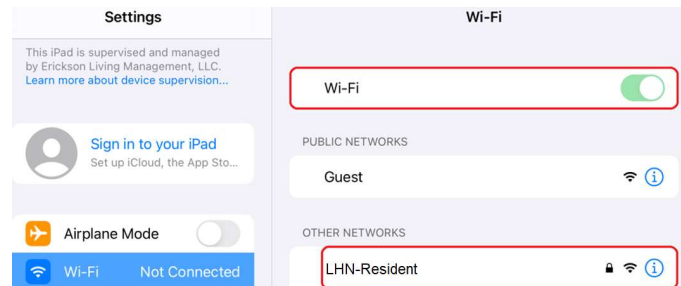
Monday - Friday: 6AM until Midnight

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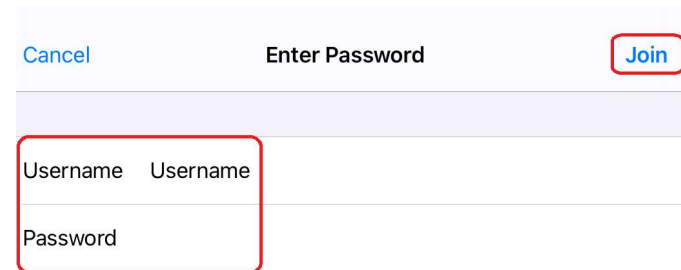
How to Connect Apple Devices to Resident Network



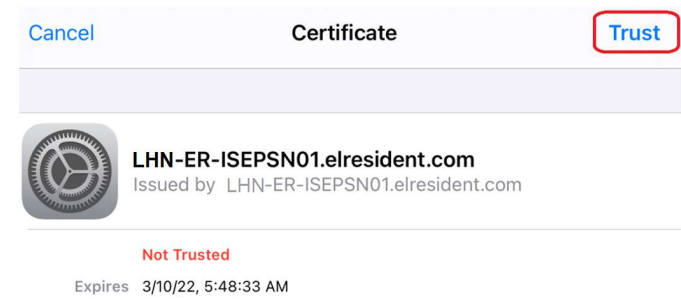
1. Within Settings, verify Wi-Fi is enabled and select CCI-Resident network:




2. Enter username & password and click Join:



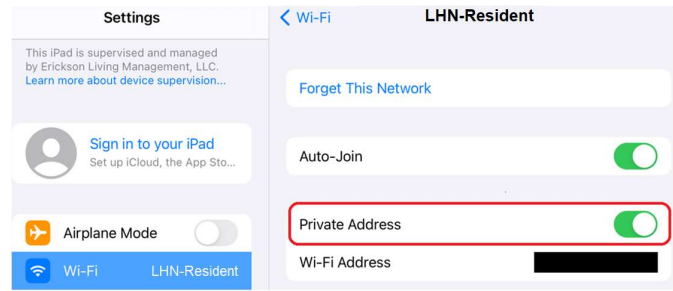
3. Select Trust at the Certificate prompt:



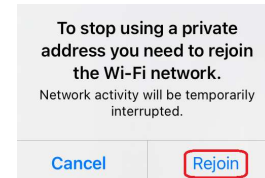
4. You are now connected to the CCI-Resident network. Next, select the information icon indicated by the 



5. From within the LHN-Resident network settings, disable Private Address:

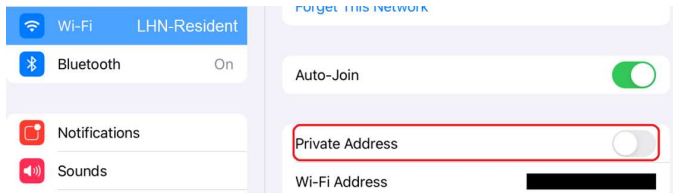


5. Select Rejoin at the following prompt:



6. Confirm Private Address has been disabled:

You are now connected!



Technical Support

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How to Enable Wi-Fi Calling On Android and Apple Phones

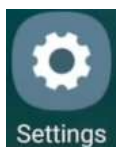


What is Wi-Fi Calling?

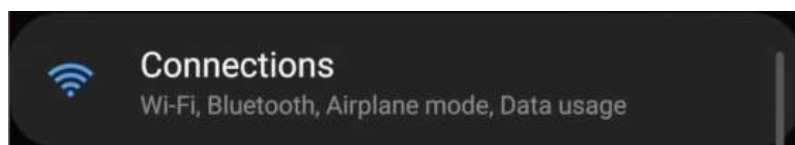
Wi-Fi Calling is a feature available on *most* smart phones that permits talking and texting over an active Wi-Fi connection. It is especially useful when cellular signal coverage is inadequate due to being indoors. Once your phone has been successfully connected to Wi-Fi, please follow the appropriate steps to enable Wi-Fi Calling:

Android Phone Instructions

1. Select **Settings** on the Android home screen:



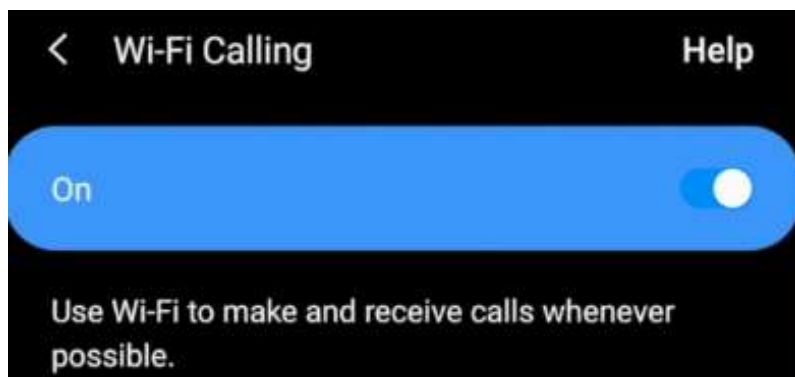
2. Select **Connections** from within **Settings** menu:



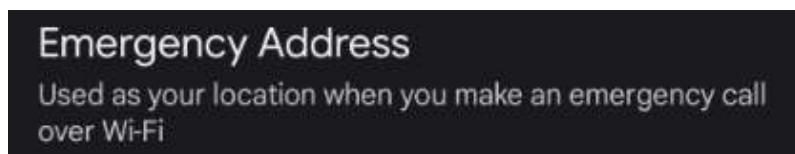
3. Select **Wi-Fi Calling** from within the **Connections** menu:



4. From within **Wi-Fi Calling**, toggle the switch to enable:



5. Lastly, with **Wi-Fi Calling** enabled, select and update your **emergency address** accordingly:

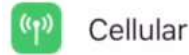


Apple Phone Instructions

1. Select **Settings** on the iPhone home screen:



2. Next, select **Cellular** from within the **Settings** menu:



3. Select **Wi-Fi Calling** from within the **Cellular** menu:

Wi-Fi Calling

Off >

4. Enable **Wi-Fi Calling on This iPhone** by selecting the toggle button:



5. Select **Enable** to activate Wi-Fi Calling when prompted:



6. Lastly, with **Wi-Fi Calling** enabled, select and update your **emergency address** accordingly:



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How to Connect Headless Devices to Portal Network



For devices that do not support 802.1x authentication or headless devices such as digital assistants, printers, smart TV's, etc., you will need to register the device in the Self-Service Portal to be granted access to the Connect network.

Please follow the steps below to add a headless device to the Self-Service Portal:

1. Log into the Self-Service Portal at <https://mydevices.elresident.com>:

A screenshot of the "My Devices Portal" login page. At the top is the Erickson Senior Living logo and the title "My Devices Portal". Below this is a "Log On..." section with the instruction "Please enter your user name and password". It contains two input fields: "User name" and "Password", followed by a "Log in" button.

2. Under the **Devices** section, enter the **MAC address** for the **Device ID** and type in a **description** of the device:

A screenshot of the "Add device" form. At the top, it says "To add a device, please enter the Device ID (MAC Address) and description (optional); then click submit." There are two main sections: "Device ID" with an input field containing "AA:BB:CC:DD:EE:FF" and an example "ex: AA:BB:CC:DD:EE:FF"; and "Description" with an input field containing "Amazon Echo" and an example "ex: My Printer". A "Submit" button is at the bottom right.

Tips on Finding a Device's MAC Address

The MAC address appears as six sets of two hexadecimal characters separated by dashes or colons.

For example: 00-11-22-33-44-55-66 or AA:BB:CC:DD:EE:FF

Amazon Echo - Found within Alexa app once connected to device

Google Home - Found within Home app once connected to device

Printers - Easiest way to locate is by printing a configuration page

Smart TV's - Typically located within menu's Network or About sections

3. Once added successfully, you will find your device displayed in your device list as shown below:

Device ID	Description	Action
AA:BB:CC:DD:EE:FF	Amazon Echo	Edit Delete

4. Once the headless device has been added to the portal successfully, you'll need to configure the device to a specific wireless network. The wireless network designed for headless devices is called LHN-Portal.
5. When configuring the headless wireless device, please make sure that the following wireless settings are configured:
- SSID: LHN-Portal
 - Security Authentication: Open
6. Please note that it may take 15-20 minutes for the device to be registered on the network once it has been added through the Self-Service Portal.

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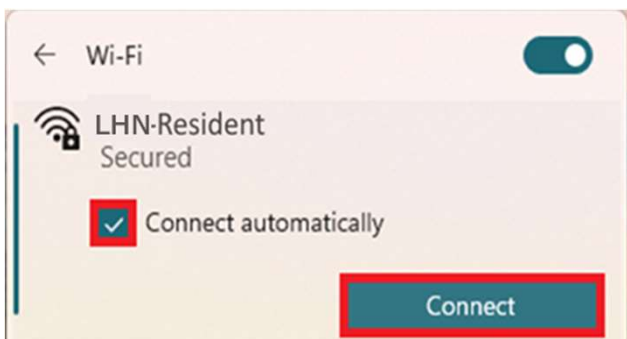
How to Connect Windows 11 Devices to Resident Network



1. First, click the wireless icon on the taskbar and then select > to manage Wi-Fi connections:



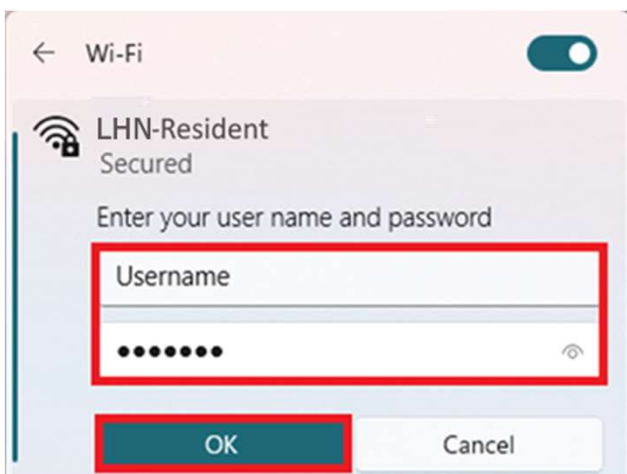
2. Select the CCI-Resident wireless network, select **Connect Automatically**, and click **Connect**:



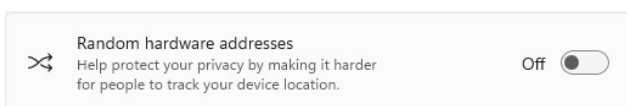
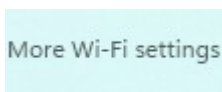
3. Enter username & password and click OK:

Note: Click **Connect** if prompted with the "Continue connecting?" certificate notice.

You are now connected!



Note: From within "More Wi-Fi settings", verify **Random hardware addresses** is turned Off. This will allow the IT Service Desk and Onsite IT to accurately identify your device and assist you in a more timely fashion.



Technical Support

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How to Connect Windows 11 Devices to Resident Network



1. First, click the **wireless icon** on the taskbar and then select > to **manage Wi-Fi connections**:



2. Select the **CCI-Resident** wireless network, select **Connect Automatically**, and click **Connect**:



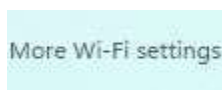
3. Enter **username & password** and click OK:

Note: Click **Connect** if prompted with the “**Continue connecting?**” certificate notice.

You are now connected!



Note: From within “More Wi-Fi settings”, verify **Random hardware addresses** is turned Off. This will allow the IT Service Desk and Onsite IT to accurately identify your device and assist you in a more timely fashion.



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