

Community WiFi

University Center offers high-speed wireless internet building-wide.



Network: SingleDigits
Password: UCresident

Connection issues?

See our IT Office on the 2nd floor or call 312.924.8004

FAQs

What is the Single Digits network?

The "Always On" Internet service is easy to use and requires no additional software to set up. Simply connect your computer to the provided Wi-Fi connections or wall jack located in your suite with an Ethernet cable, and open up a web browser to connect.

How do I connect game consoles, mobile devices and other network connected electronics?

Some devices like smart TVs, printers, game consoles, etc. will need to be registered with Single Digits prior to using the amenity services. If you previously connected one of these devices and can no longer do so, please contact Single Digits Customer Care to register your device.

What do I need to connect to the wireless service?

You can connect using almost any device with wireless 802.11a/ac/g/n capabilities, including Windows® or Apple® based computers, mobile devices, and game consoles. IMPORTANT: Devices that have 5GHz wireless capabilities should ensure that they are utilizing the available 5GHz wireless connections for optimal wireless experience.

What kind of Internet access does Single Digits provide at this property?

Single Digits provides Internet service through both a Local Area Network (LAN) and a Wireless Local Area Network (WLAN) which connects each user back to a central telecommunications room at the property. A high-speed fiber optic circuit is installed at the property, and Single Digits takes steps to ensure that all residents receive relatively equal shares of this bandwidth and that no one user or only a small group of users can monopolize the available bandwidth.

What are my responsibilities when using the Single Digits network?

Users of the Single Digits service are required to follow all network-related rules and regulations as detailed in the Single Digits Acceptable Use Policy. The Acceptable Use Policy can be viewed once you reach the Authentication Portal when logging in at your community or by visiting www.singledigits.net. Single Digits requires that you have installed (and regularly update) an anti-virus software package on your computer. Additionally, Single Digits strongly recommends that your operating system be updated with all critical updates and security patches.

What if I have my own wireless router?

Students can connect directly to the Single Digits wireless Internet service without using any personal network devices, and wireless routers should not be connected to the Single Digits provided network.

Who do I contact if I am having trouble with my connection?

Single Digits has an On-site Representative available on Weekdays from 9 AM - 5 PM. The Technology Services Office is located on the 2nd floor near the Resident Services Desk. The Single Digits Representative will assist with all issues related to in-unit Wi-Fi and Wired Internet, as well as Computer Lab and Digital Media Lab equipment. When a representative is not available on-site, residents and guests can call the Single Digits Customer Service Hotline at 312- 924-8004.

Single Digits Customer Care is available 24/7 to provide assistance. You can get additional information, as well as enter trouble tickets online, through the Single Digits web site: www.singledigits.com

Once you move into your space, students can also download the Single Digits mobile app for step-by-step instructions, trouble ticket entry, FAQs and real-time chat capabilities with Single Digits representatives.

