

University Family Housing

Internet Tips

for Residents of 30 and
35 Charles Street West

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UNIVERSITY OF
TORONTO

UNIVERSITY FAMILY HOUSING



Introduction

In November of 2021, University Family Housing conducted a survey to better understand how residents at 30 and 35 Charles Street were using the internet and learn more about their individual choices on providers and plans. Over 260 residents took part in the survey which provided the UFH Team with a good understanding of the needs and challenges of our residents regarding their internet. We created this document to be a resource our residents can use when setting up their internet at Charles Street as well as provide helpful information and contacts for an improved internet experience.

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1 Setting Up Your Internet



Setting Up Your Internet

Internet Providers at UFH

All apartments at University Family Housing are equipped with phone, internet, and cable outlets. There is no need to run any extra cable work when you move in. All residents are responsible for setting up their own internet services, giving you the flexibility to choose a plan and provider that works best for you and your family. Some of the providers that our residents use are listed below:

- Bell
- Rogers
- Fido
- TekSavvy

Booking Your Internet Installation

When booking your service setups, please ensure that you are scheduling them during our regular office business hours Monday-Friday 9:00am-4:45pm. Our summer office hours are Monday-Friday 9:00am-4:15pm and run from Canada Day until Labour Day. This is for us to be able to verify the identity of the technicians, screen for COVID-19 exposure, and issue keys and identification badges while they are working on site.

Unfortunately, we cannot accommodate service setup requests after hours or on weekends/holidays as our security staff are unable to verify, screen, and issue keys and badges.



What To Consider When Choosing a Plan

Here are some factors you might consider when picking out the right plan for you and your family:

Number of Users

Think about how many people in your household will be using the internet at the same time. The needs of a family with two users will look different than a family with four.

Internet Activities

What do you and your family members typically use the internet for? Someone who streams HD video and plays online video games will need a more robust internet plan than someone who simply checks emails.

Support

Consider how technically proficient you are when choosing an internet provider. Some providers have more resources and customer support than others which can also affect their prices.

If you need help understanding your internet needs, here is [a quiz to calculate how much internet speed you may need](#).

Why Upload Speed is Important in a Plan

As video calls for work and school become the new normal, it is also important to ensure your internet plan can perform the way you need it to. Upload speed determines how fast you can send, or upload, data from your computer or device to the internet and therefore is a key factor in video call quality.

Although you may be tempted to choose the most inexpensive internet plan option, make sure you consider what the plan's upload speed is if you will be participating in many video calls. A good upload speed for video calls is between 5 and 10 Megabytes per second (Mbps).

2 Helpful Resources for Current Users



Helpful Resources for Current Users

Wifi in Common Spaces at 30 and 35 Charles

If you are looking to do some work outside of your apartment, Wi-Fi is available in common spaces in both buildings, such as the Lounge at 35 Charles and the Meeting Room at 30 Charles. Information on how to connect to the Wi-Fi will be posted throughout these spaces.

Troubleshooting Your Internet

If you are having internet connectivity issues that are not being reported by your service provider, check if:

- Your computer is disconnected from the network (check your network settings).
- Your modem and/or router needs resetting (turning off and on again) or is disconnected.
- Your network cable is disconnected (if your computer is wired).
- Your software is misconfigured for access to the internet.

For more information on troubleshooting internet issues, you can reference [this article on internet connection issues](#) or contact your internet provider. We have included some providers' contact information in the next section.

Ensuring a Successful Video Call

To ensure a quality audio and video connection, make sure you are connected to high-speed internet and try to remain in close proximity to your Wi-Fi modem. However, connecting directly through an Ethernet cable is recommended when possible. Additionally, disconnecting from an open remote desktop or virtual private network (VPN) will provide the best connection quality.

Because 30 and 35 Charles are high-rise buildings in downtown Toronto, there are many other Wi-Fi signals competing with yours. This is where a wired connection (Ethernet) is recommended when you need a strong and reliable internet connection. Another added benefit is safety, as Ethernet provides a more secure connection than Wi-Fi.

So, if your device can plug into an Ethernet cable (you can also purchase adapters), using this method would be best for activities that require a stronger internet connection such as video calls.

Ensuring Your Internet Connection Is Secure

Having a safe and secure internet connection is just as important as a fast one. Here are some basic steps you can take to stay safe online:

- 1 Use supported versions of operating systems.
- 2 Patch and update the operating system and software/applications with respect to security vulnerabilities.
- 3 Have fully enabled, automatically updating [anti-virus software](#) for Windows computers where possible.
- 4 Protect devices with a [strong password](#) and/or biometrics.

You can see University of Toronto's complete [Information Security Remote Work Guidelines here](#).

Working From Home and Online Learning

University of Toronto has put together several resources to help you effectively work from home:

- [Best practices for facilitating hybrid meetings](#)
- [Good practices and checklist for working from home](#)
- [University of Toronto's complete list of resources including FAQs](#)

Working From Home and Online Learning

The University of Toronto has identified the minimum technical requirements needed for students to access remote/online learning. [This web page](#) outlines required operating systems, web browsers, storage, internet speed and much more. [See the full list here.](#)



3 Contacts and Links



Contacts and Links

Provider Outage Maps

If you are having trouble connecting to a specific website or having overall internet connection issues, these resources can help identify the problem:

- [Rogers Outage Map](#)
- [Bell Outage Map](#)
- [Teksavvy Outage Map](#)
- [Down Detector](#)
- [Down for Everyone or Just Me](#)
- [Internet Speed Performance Test](#)

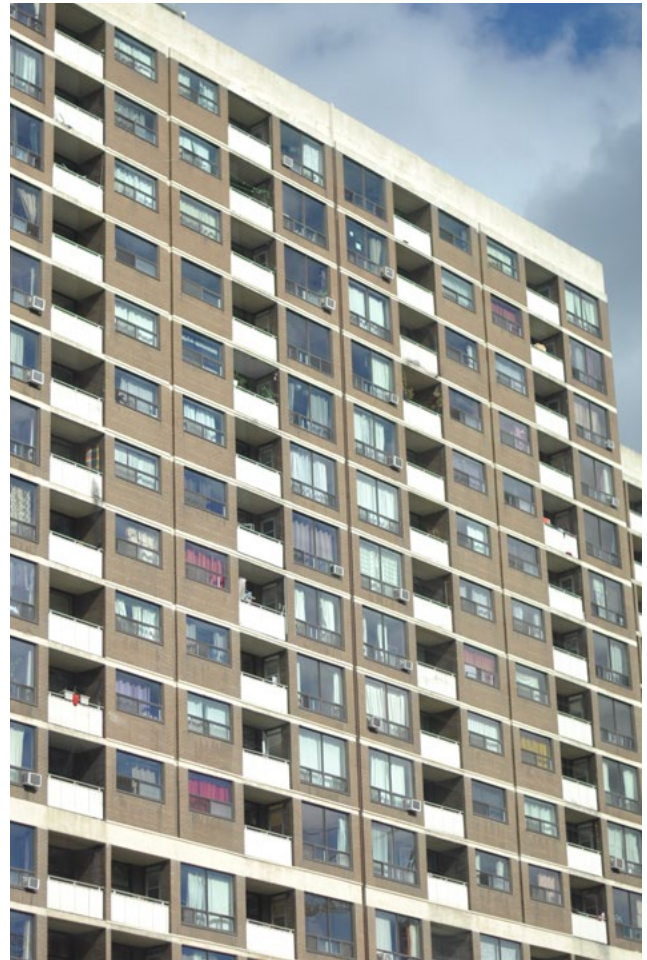
Provider support links:

[Rogers Support Page](#)

[Bell Support Page](#)

[Fido Support Page](#)

[TekSavvy Contact Page](#)



4 Appendix of Terms



Appendix of Terms

Bandwidth

“Bandwidth” refers to the amount of data signal your internet connection can send or receive at a given time.

Ethernet

Ethernet is a kind of network connection that relies on cords rather than wireless signals. Before WiFi became prevalent, Ethernet was the primary method of connecting to the internet. An Ethernet cable looks like a thicker version of a “land line” phone cord, with a similar plastic clip on either end.

Wifi Amplifier/Booster

WiFi amplifiers boost the range and fidelity of wireless signals sent to and from a wireless router. Think of them as extra antennas you can add throughout the home to ensure that every device can connect to the internet in every room. You might not need one, but they can help strengthen your home WiFi connection.

Internet Outage Map

Shows you the geographical map of your internet and help you figure out where the problems are happening. It will show you a map of your location and status of internet outages from the selected location.

Upload Speed

Upload speed refers to the rate that your internet connection can allow data to be sent from your devices to the internet.

Download Speed

Download speed refers to the rate that your internet connection can allow data to be sent from the internet to your devices.