



# Suddenlink Release 1.0

MDU User Guide

March 2016

# MDU User Guide

Version 1.8

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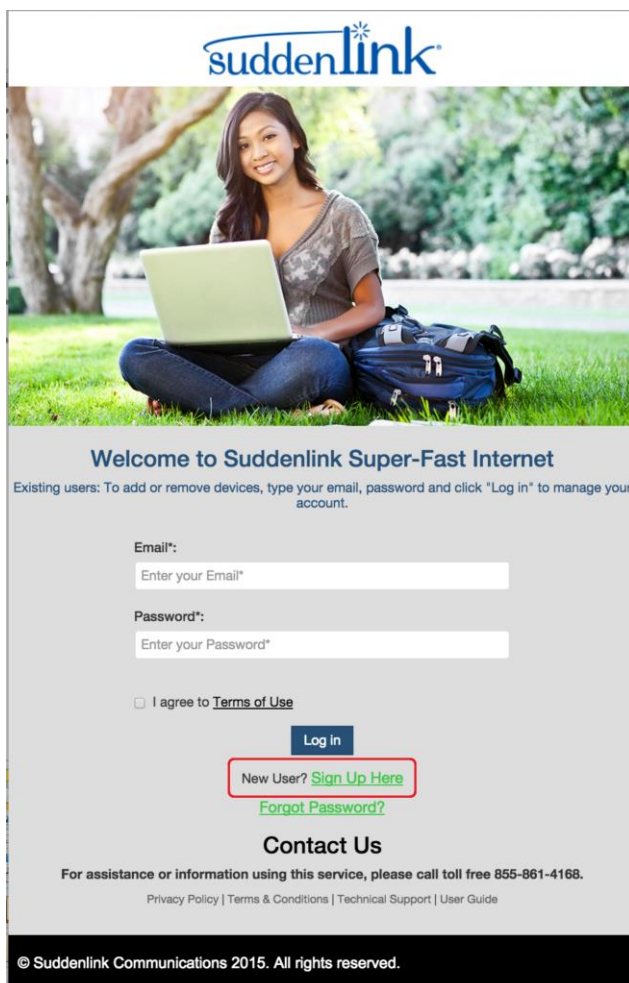
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## Logging into the Suddenlink Network

Login instructions are provided below for existing users as well as new users.

► **For existing users, log into the portal as follows:**

1. Access the portal URL provided by your registration email. If you do not have access to the email or cannot find the URL call the Suddenlink technical support line at **1-855-861-4168** to get access.
2. Log in using your account credentials (email, password).



**suddenlink**

Welcome to Suddenlink Super-Fast Internet

Existing users: To add or remove devices, type your email, password and click "Log in" to manage your account.

Email\*:  
Enter your Email\*

Password\*:  
Enter your Password\*

I agree to [Terms of Use](#)

[Log In](#)

New User? [Sign Up Here](#)

[Forgot Password?](#)

**Contact Us**

For assistance or information using this service, please call toll free 855-861-4168.

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► **For new users, log into the portal as follows:**

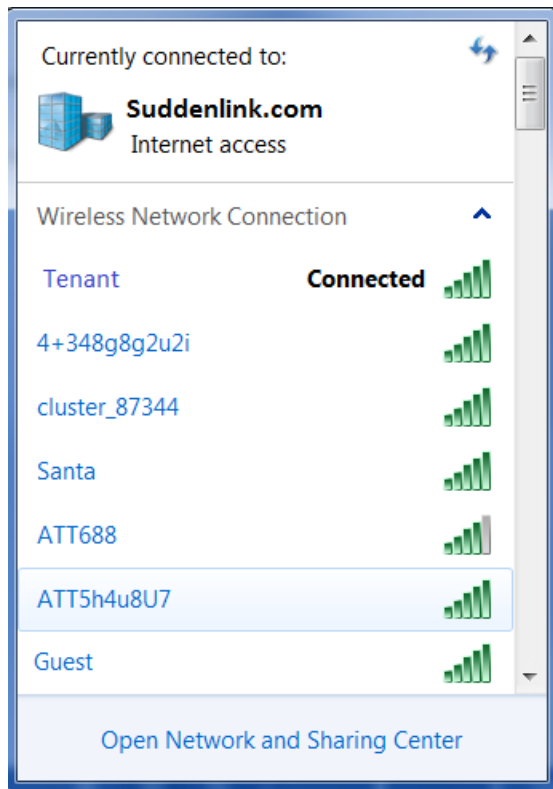
1. **Either:**

Open your Wireless Network configuration settings and select the network provided to you by your apartment manager, as shown below.

**For Mac Users:**



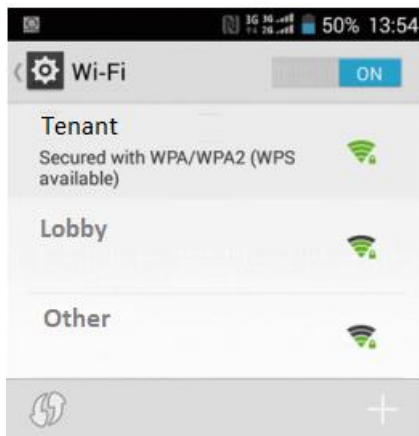
**For Windows Users:**



**For IOS Users:**




**For Android Users:**



**Or...**

Plug into an Ethernet outlet in your unit if that options is available.

2. Open your browser and navigate to a non-secure website such as <http://www.suddenlink.com/>. You will be automatically directed to the network portal page. Bookmark this page for easy access in the future.
3. If you are an existing Suddenlink User, type your email and password, then click **Log In** to manage your account.
4. If you are a New User, select **New User? Sign Up Here** option shown below:



## Welcome to Suddenlink Super-Fast Internet

Existing users: To add or remove devices, type your email, password and click "Log in" to manage your account.

Email\*:

Password\*:

I agree to [Terms of Use](#)

New User? [Sign Up Here](#)

[Forgot Password?](#)

### Contact Us

For assistance or information using this service, please call toll free 855-861-4168.

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4. Fill out the registration form with your user information, check the **terms of use box**, and click **Continue**, as shown below. Be sure to use a valid email, as this email address will be used to recover your password and for other network related communications.

The image shows a web registration form for Suddenlink's Resident Internet Service. The form is titled "Resident Internet Service" and includes the Suddenlink logo at the top. Below the title, there is a prompt: "Please specify a Email and password. When signing on, you'll need to know your full username." The form contains several input fields: "Email:" (filled with "jon@arts.com"), "Re-enter email:" (filled with "jon@arts.com"), "Password:" (filled with "\*\*\*\*\*"), "Re-enter password:" (filled with "\*\*\*\*\*"), "First Name:" (filled with "jon"), "Last Name:" (filled with "curtain"), "Street Address:" (filled with "bangalore"), "City:" (empty, with a red error message below it: "Please enter a valid city name \* indicates required field."), "State/Province:" (dropdown menu showing "Alabama"), "Postal Code:" (empty), "Country:" (dropdown menu showing "United States of America"), "Phone:" (empty), "Secret question:" (dropdown menu showing "Please select a security question"), and "Enter answer:" (empty). A red box highlights the "I agree to Terms of Use" checkbox and the "Continue" button. At the bottom of the form, there are links for "Privacy Policy", "Terms & Conditions", and "User Guide". The footer of the page reads "© Suddenlink Communications 2015. All rights reserved."

Once your account is created, you will be directed to the account management page.



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Account Management Logout

Welcome!

To get started, click the "Add the Device I Am Using" button below. This will register your current device and you can then login and get started.

**Account Details**

Email: john@arris.com

New password:

Verify password:

Old password:

Access type: Standard service (Free Access)

First name:

Last name:

Phone number:

Account Start date: 2016-01-29 05:39:03

Account Expiry date: 2016-07-30 05:39:03

**Devices**

MAC Address	Description	Remove Device
Maximum number of devices is 10		

**Contact Us**

For assistance or information using this service, please call toll free 355-861-4168.

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You will also receive an email containing a welcome message and your log-in credentials, like the **EXAMPLE** below:

Welcome to Suddenlink Wi-Fi, Thomas.

For your convenience, here are your login details:

Email: thomas.anyone@gmail.com

Password: ABCD12345

Please save this account information. You will need it the next time you connect to the wireless network.

Please bookmark the address below. We use an automatic login for your device and once logged in, you will need this address to reach your account management page:

[https://pas.sdlwifi.com/pas/compat/mdu\\_012345678901/plain?realm=012345672816](https://pas.sdlwifi.com/pas/compat/mdu_012345678901/plain?realm=012345672816)

Best regards,  
Suddenlink Communications

Save this email for future reference.

1. Add your device to the approved device list – In the **Devices** box, click the “Add the device I am using” button.

The screenshot shows a 'Devices' management interface. At the top is a dark blue header with the word 'Devices' in white. Below the header is a table with three columns: 'MAC Address', 'Description', and 'Remove Device'. Underneath the table, it says 'Maximum number of devices is 10'. At the bottom of the interface are two buttons: 'Add the device I am using' (highlighted with a red box) and 'Add a new device manually'.

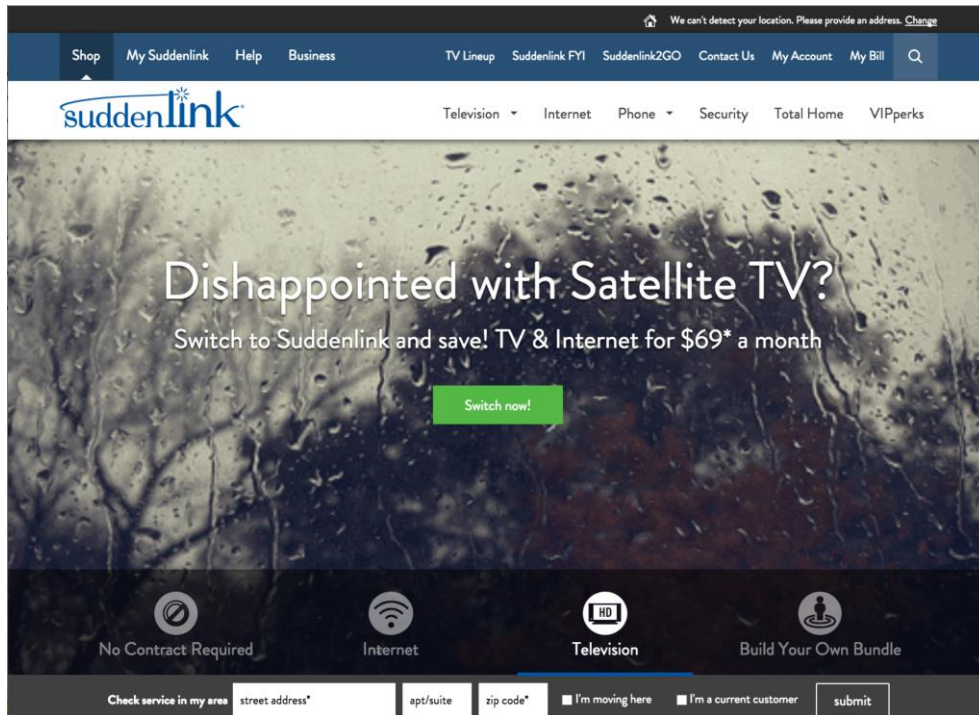
2. Name your Device and click the “Add This Device” button.

The screenshot shows the 'Resident Internet Service' page. At the top is the Suddenlink logo. Below it is the title 'Resident Internet Service'. Underneath is a form titled 'Add This Device 14109fd2c427'. The form has a 'Description:' label and a text input field containing 'Thom's Macbook PRO'. Below the input field are two buttons: 'Back' and 'Add This Device' (highlighted with a red box).

3. The system will process your log-in. This should only take 10 seconds or so.

The screenshot shows a login processing screen. At the top is the Suddenlink logo. Below it is a large blue box with the text 'LOGIN PROCESSING, PLEASE STAND BY, THIS WILL ONLY TAKE A FEW SECONDS.' Below this box is a thick blue horizontal bar. At the bottom of the screen, there is a line of text: 'For assistance or information using this service, please call toll free 855-861-4168.'

4. You are now connected and will be redirected to a local website.



## Adding Devices To Your Account

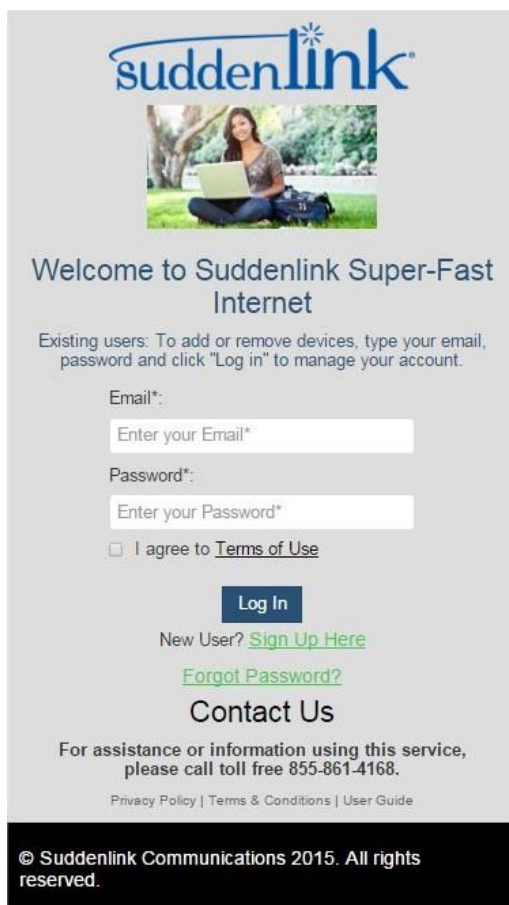
You can add an additional device to your account using a browser from that device, or if your device does not have a browser (e.g, printer, Roku,) you can manually add device by entering its MAC address from a device capable of accessing the login page.

### Connecting Devices Using a Browser

You may connect up to 10 devices, including but not limited to laptops, tablets, phones and game systems. This example shows the view from a mobile phone type device. Other types of devices follow the same steps.

► **To automatically add devices to your account:**

1. Connect to the Network SSID or Ethernet port
2. Open a browser on the device. If you are not automatically directed to the portal page, make sure you are connected to the proper network and navigate to <http://www.suddenlink.com/>. You will be redirected to the portal page.



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Email\*:  
Enter your Email\*

Password\*:  
Enter your Password\*

I agree to [Terms of Use](#)

**Log In**

New User? [Sign Up Here](#)

[Forgot Password?](#)

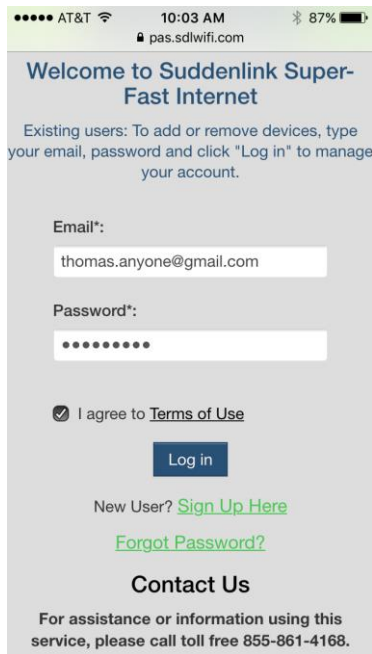
**Contact Us**

For assistance or information using this service, please call toll free 855-861-4168.

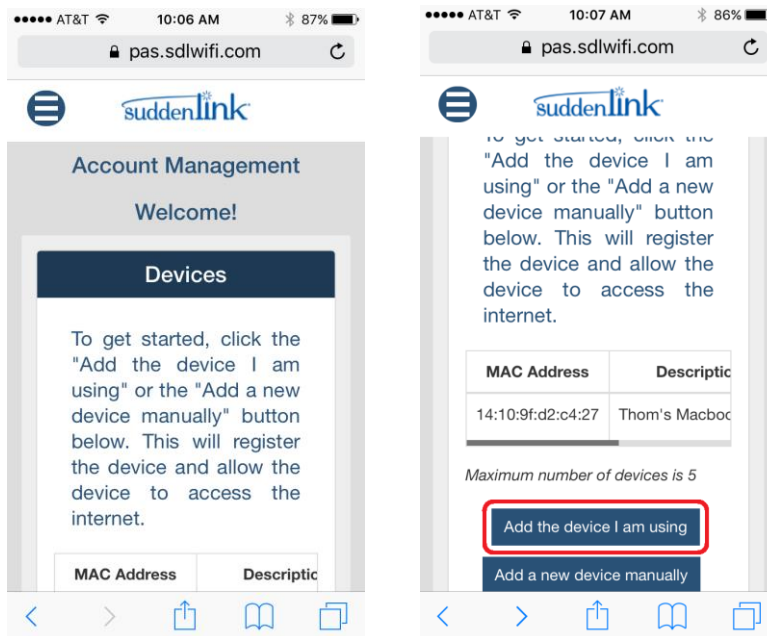
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3. Log into your account using your previously created account credentials (email, password) and check the box to accept the terms of use.



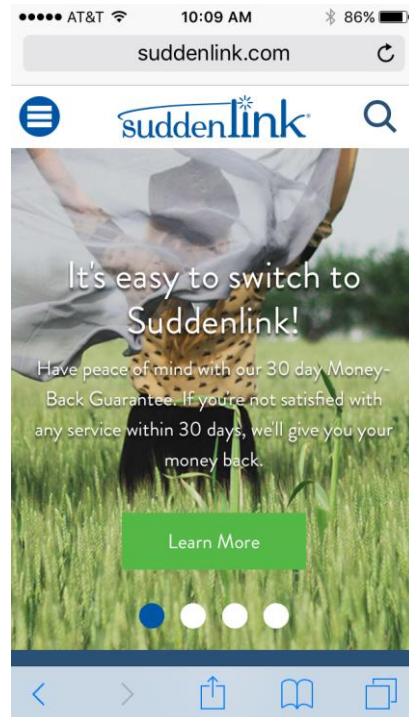
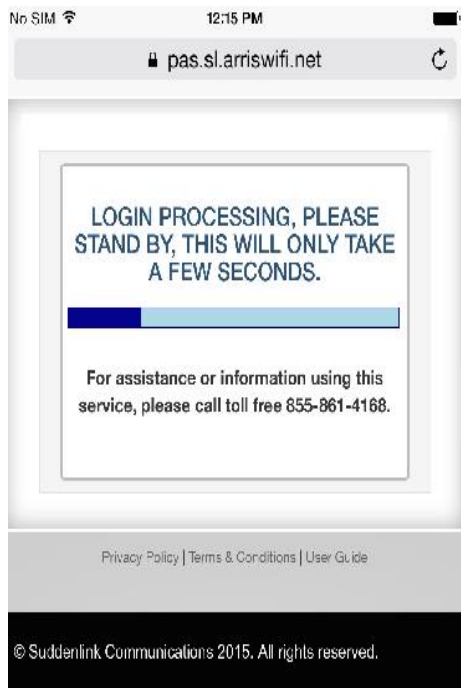
4. On the account management page, click the "Add the device I am using" button.



5. Name your device and click the “Add This Device” button.




6. Your device add will be processed and you will be redirected to a local web page.



7. You are connected!!


## Manually Adding Devices

- ▶  **Note:** *Do not connect your device to the network prior to adding it via the manual process. If it is already connected to the Network, you will need to turn the device off for 15 minutes following manual MAC entry to allow the system to reset the device record.*

- ▶ **To manually add devices:**

1. Locate the MAC address of the device you wish to add. MAC addresses are often located in the settings section or on the device label.

The devices MAC Addresses will be similar to the following format:  
68:32:C4:57:24:41

- ▶  **Note:** For information on locating the MAC address for you particular device, please refer to the manufacturer's instructions.

2. Log in to the Network Portal using the web browser of a previously connected device. See Page 4, "Logging into the Suddenlink Network" for detailed instructions. After you have logged in, you will be directed to your account management page.

**Devices**

MAC Address	Description	Remove Device
14:10:9f:d2:c4:27	Thom's Macbook PRO	<input type="button" value="Delete"/>

Maximum number of devices is 10

3. In the **Devices** box, click **Add a new device manually**.

**Devices**

MAC Address	Description	Remove Device
14:10:9f:d2:c4:27	Thom's Macbook PRO	<input type="button" value="Delete"/>

Maximum number of devices is 10

4. Enter the device MAC address and device description. Click **Add This Device**.



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## Resident Internet Service

Enter the MAC address of your device and click the Register button below. MAC addresses must be 12 digits long. Consult the device manufacturer if you need help to find this information.

**MAC Address\*:**

**Description:**

Please power down your device for at least 15 minutes after adding it manually.

- You will be directed to the Account Management page and the device will show up in the device list.

Devices		
MAC Address	Description	Remove Device
14:10:9f:d2:c4:27	Thom's Macbook PRO	<input type="button" value="Delete"/>
68:32:c4:57:24:41	Thom's Printer	<input type="button" value="Delete"/>

Maximum number of devices is 10

- Repeat these steps to add additional devices.



## Removing Devices From Your Account

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► **To remove devices from your account:**

1. Access the portal from your web browser and log in. See [Logging into the Suddenlink Wi-Fi](#) (page 4).
2. Click **Delete** next to the device you want to remove from the account.

This device will be removed from the Devices list.

MAC Address	Description	Remove Device
14:10:9f:d2:c4:27	Thom's Macbook PRO	Delete

Maximum number of devices is 10


Add a new device manually

## Password Recovery

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► **To recover a lost password:**

1. Access the portal page via your web browser.
2. On the login screen, click the **Forgot Password** link.



**suddenlink**

Welcome to Suddenlink Super-Fast Internet

Existing users: To add or remove devices, type your email, password and click "Log in" to manage your account.

Email\*:  
Enter your Email\*

Password\*:  
Enter your Password\*

I agree to [Terms of Use](#)

**Log In**

New User? [Sign Up Here](#)

[Forgot Password?](#)

**Contact Us**

For assistance or information using this service, please call toll free 855-861-4168.

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3. Fill in the email address associated with your account.

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**FORGOT YOUR PASSWORD?**

No problem. Just enter the email address that you used when registering, and we'll try to find your account.

Email:

**Find my account**

4. Answer the security question

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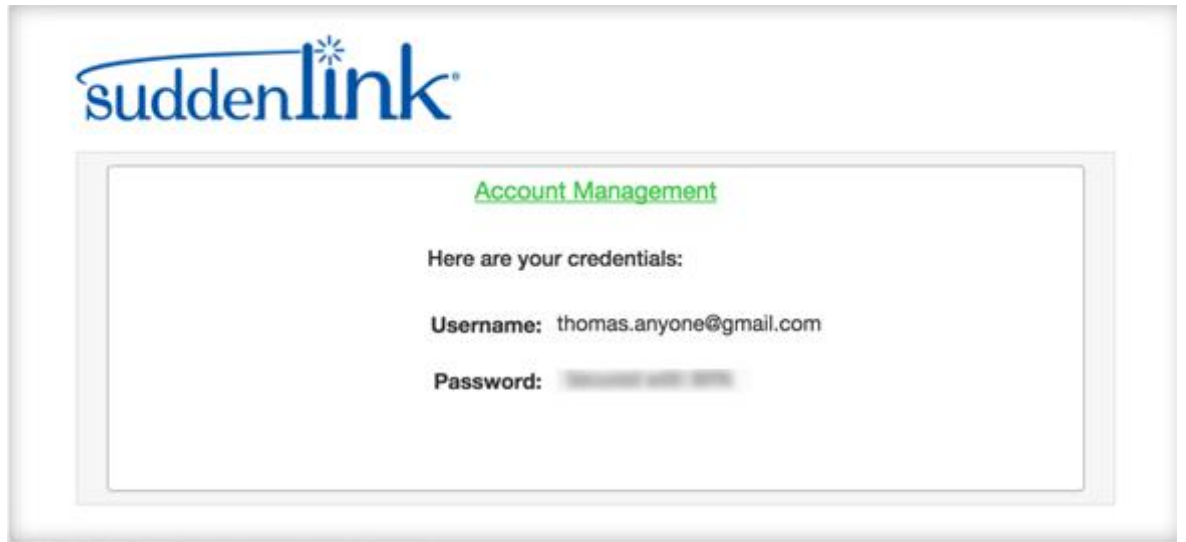
**FORGOT YOUR PASSWORD?**

To verify that this is really your account, please answer the following question to validate your identity:

**What was the model of your first car?**

**Validate me**

5. Your credentials will be presented to you.



## Support Contact

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**Technical Support can be reached at:**

**1-855-861-4168**