High speeds.
Incredible Wi-Fi.

AccessInternet

Quick Guide

ACCESS
COMMUNICATIONS CO-OPERATIVE

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Welcome!

Thank you for choosing Access Communications

Core to our values is ensuring you have an exceptional customer experience with Access. As a local, 100% Saskatchewan-owned not-for-profit co-operative, we are committed to building, improving, and expanding our services across the province.

We are committed to investing 100% of our profits back into the over 235 communities and 200,000 sq. km of rural areas in Saskatchewan. You can learn more at myaccess.ca.

This guide will provide you with insights about Wi-Fi, how to optimize it, and troubleshoot common issues. *Let's get started!*

1. Understanding the basics

Internet

The Internet is a massive network of connected computers and servers from all over the world.

When you search for something or visit a website, you're sending a request. This request travels over various networks, finds the information on a distant server, and then brings that information back to you. It happens so fast that it feels instantaneous!

Wi-Fi

Wi-Fi is a way to connect your devices like phones, tablets, and computers to the Internet wirelessly. Think of Wi-Fi as a bridge between your device and the Internet. Your modem receives the Internet connection then takes this connection and turns it into a wireless signal, which is broadcast to your home. Your devices pick up this signal, allowing you to browse the Internet without any wires.

2. Making the most of your Wi-Fi

Materials that can impact your Wi-Fi signal:

- Brick, stone, concrete, and tiles
- Heating flooring, in-wall piping
- Large metal objects like mirrors and appliances

Devices that might cause interference:

- Baby monitors, wireless controllers, Bluetooth devices
- Microwaves, cordless phones
- Laundry machines, air conditioning units

The modem's location is important:

- Try to keep it central or near the most-used area
- Avoid keeping the modem next to other electronics
- Ensure there's no physical interference; avoid cupboards or cabinets
- Aim for a clear line of sight to frequently used devices

Wi-Fi Bands:

Some modems have two different bands. If you have a dual band modem, you will see two Wi-Fi networks, with the second network labelled "5G".

2.4 GHz Band	5 GHz Band
Better for devices far from the modem	Better for devices closer from the modem
Subject to more interference	Less interference
	Usually labelled as "5G" on your network

Devices, Bandwidth, and Streaming:

Think of how many devices you typically have connected – from laptops and smartphones to TVs and other smart appliances, each one contributes to your overall internet usage. The more devices connected, the less speed each device gets. Older devices might also slow down the network.

Speed upgrades:

Top signs you need to upgrade your Internet speed:

- An annoying lag *(slow-down)* or frequent disconnection
- You have to disconnect some devices for a better connection
- Your Internet is slow even when you're as close as possible to the router

Key benefits of upgrading your speeds:

Faster downloads and uploads: You'll notice that everything, from movies to photos, gets to you or from you much faster.

Connect more devices: Whether it's smartphones, tablets, computers, gaming devices, smart appliances, or smart home devices, everything and everyone in your home can be online at the same time without slowing things down.

Better streaming and gaming performance: Enjoy movies, series, and songs without interruptions. If you or anyone in your home plays online games, they'll enjoy smoother and more responsive gaming sessions.

AccessSmart Wi-Fi+

A great way to improve your Wi-Fi performance is with AccessSmart Wi-Fi+, an adaptive Wi-Fi system that learns about your Wi-Fi needs and automatically optimizes your network and protects your network from cyber-threats.

3. AccessMail

Your Internet package includes up to 10 personalized AccessMail email addresses, each equipped with calendar and contact features.

Set up AccessMail today by logging into Account Online!

4. Changing Wi-Fi Name and Password

You can manage your Wi-Fi settings easily through the Plume HomePass app if you subscribe to AccessHyperSpeed+ or AccessSmart Wi-Fi+. Otherwise, follow the steps below.

Hitron modems

Locating your Wi-Fi password

1. Connect your device to the modem, directly via an Ethernet cable or wirelessly via Wi-Fi.

2. Open a web browser and visit 192.168.0.1.

3. Sign in using the following credentials:

Username: cusadmin
Password: password *(or your Wi-Fi password)*

1. Select Wireless from the menu at the top of the page.

2. Select the WPS & Security tab.

3. Locate your current Wi-Fi password under the Security Settings section.

You have 2 Wi-Fi networks, and they may have different passwords depending on how it was set up. Select each network to view its information.

Changing your password

1. After locating your Wi-Fi password in the steps above, enter a new password in the Password field.

2. Select Save Changes.

Sercomm modems

Locating your Wi-Fi password

1. Connect your device to the modem, directly via an Ethernet cable or wirelessly via Wi-Fi.

2. Open a web browser and visit 192.168.0.1.

3. Sign in using the following credentials:

Username: admin
Password: the password will be located on the white label on the bottom of the modem.

1. Select Gateway > Connection > Wi-Fi from the menu on the left side of the page.

2. Locate your current Wi-Fi network under the Private Wi-Fi Network section. Click on Edit.

You have 2 Wi-Fi networks, and they may have different passwords depending on how it was set up. Select each network to view its information.

1. Find the Change Password option and check the box to enable the ability to change your Wi-Fi network password. Type in the new Wi-Fi password in the Network Password field directly above it.

When changing the password, you will not be able to see the characters you type, so make sure to type slowly and accurately. If you make a mistake and save your changes, you will not be able to connect your devices.

1. Select Save Settings.

5. Troubleshooting connectivity issues

Having connection problems? Here's how to resolve them:

- **Test your speeds:** Visit https://www.speedtest.net and perform a speed test. Ensure you're close to the modem and use its 5G network.
- **Check for planned outages:** Visit www.myaccess.ca/outages to find out the latest maintenance information in your area.
- **Test an alternate device:** Connect a different device to check for device-specific issues.
- **Check modem connections:** Visually inspect the cables connected to your modem and ensure there is no visible damage to them.
- **Restart your modem:** Unplug the power cable, leaving all other connections in place, wait 30 seconds, plug back in, and test.
- **Factory reset:** If restarting your modem does not solve your connection issues, try to reset the modem to its factory settings. To do this, locate the small pinhole reset button on your modem, use a pin to press the reset button for 30 seconds.

Need more assistance?

Find your answers here

1. Visit us online at **myaccess.ca/support**

2. For technical assistance, call **1-866-363-2225** or email **help@myaccess.coop**

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