



Internet for students, made easy.

Your internet service comes with these awesome features:



Wi-Fi everywhere.



24/7 phone support.



Super fast download speed.



Monthly data included.

Bags dropped, laptop out, Wi-Fi on. Here's how to connect instantly:



First collect your connectmy.net **username** and **password** from residence staff.



Then connect your device to the 'connectmy.net' Wi-Fi network or plug an ethernet cable from your device, to the data socket in your room.



Once connected, open the internet browser on your device and visit any website to launch the user portal.



Log into the portal using your connectmy.net username and password. You can now click '**Connect**' to browse the web.

Your connectmy.net login details

Once you receive your username and password, write them down here so you don't forget:

Username

Password

Not working? We can help.



Frequently asked questions

Visit the Help Centre at portal.connectmy.net for common answers to questions asked by our users.



Chat online to our team

In the Help Centre click on '**Live chat**' to chat to one of our support team members. You can also get help via email by clicking '**Open A Case**'.



Can't get online at all?

We're available to help 24 hours a day. Simply call **1300 757 457** for help.

Things you should know.

Room accounts

Your stay at be.accommodation includes an exclusive data package every month. The data you receive is displayed in the connectmy.net portal.

If you use all of the data before the end of the month, your speed will be slowed to 64kbps down/up unless you purchase a data add-on or until your room account renews on the 1st of the following month.

Data add-ons

Data add-ons provide you with a cost-effective and convenient way of 'topping up' your pre-paid download quota.

Any data add-on you purchase will last until the end of the next month from the date of purchase.

You can visit '**Make payments**' in the user portal to purchase a quick data top-up when needed. Visa, MasterCard and PayPal are accepted as forms of payment.

For example if you buy a data add-on on the 8th of March the data would not expire until the 30th April.

Data add-ons available to purchase:

Data	Price
40GB	\$39.95
80GB	\$64.95

All prices include GST.

How much data do I need?

Here's a handy table that you can use to understand how much data you might need for different activities on the web:

per month	5GB	10GB	40GB	50GB	80GB+
Email	✓	✓	✓	✓	✓
Web browsing	✓	✓	✓	✓	✓
Facebook	✓	✓	✓	✓	✓
Online gaming	x	✓	✓	✓	✓
Skype (video)	x	x	✓	✓	✓
Youtube	x	x	x	✓	✓
Movies + TV	x	x	x	x	✓

How many devices can I connect at the same time?

We understand that most tech savvy students want to use more than one device at a time, so we allow you connect multiple devices at once.

You can connect and disconnect your devices remotely using the connectmy.net portal (portal.connectmy.net).

Please note: users are restricted from sharing their account with other residents.

