

# FAQ

## HOW TO CONNECT TO THE LORENZO WI-FI AS A GUEST

- In a browser to thelorenzo.com
  - Under "Account Sign-Up" select "Click to get connected!". You will be redirected to the account creation page
  - In the account creation page enter your email address and select Next. You will receive a verification code to your email address that will need to be entered in the next screen.
  - Once your email has been verified fill out the form (First Name, Last Name, Requested Username and Password). The Apartment field is not necessary if you are not a resident.
  - Once the account has been created you can begin to fill out the MAC Addresses of the devices you wish to add, include a description as well to keep track.
  - If you are having issues finding the MAC addresses of your devices check out our FAQs under the I.T. Support Tab at thelorenzo.com
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## HOW TO CONNECT TO THE LORENZO WI-FI AS A RESIDENT

- Follow the steps to create an account as a guest listed above
  - Once you have logged in using your new username and password there will be an option to enter a resident ID.
  - Once you have entered your resident ID you will be upgraded from Guest status to Resident. As resident you have unthrottled access to the internet and the ability to disable devices to add more than ten.
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## MAC ADDRESS FOR WINDOWS VISTA - 7 - 8 - 10

- Select the Start Button and type "cmd" in search field
  - Select cmd.exe and type "ipconfig /all" then press enter
  - Find the "Physical Address" listed under Wireless LAN Adapter
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## MAC ADDRESS FOR APPLE MACOS

- Click on the Apple menu in the top left of the screen

- Select System Preferences
  - Select Network
  - In the left area of the window that opens select the name of your connection (Wi-Fi, Ethernet or Airport)
  - Once selected click on Advance, the MAC address is listed next to "MAC Address: ", "Ethernet ID: " or "Airport ID: "
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#### MAC ADDRESS FOR APPLE IOS

- Tap on the Settings App
  - Select General
  - Select About
  - The MAC address is listed next to Wi-Fi Address
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#### MAC ADDRESS FOR ANDROID

- From the Home screen select Settings
  - Select About Phone
  - Select either Status or Hardware information
  - The address will be listed next to Wi-Fi MAC address
  - If that doesn't work try: From the Home screen select Settings
  - Select Wireless and Network
  - Select Wi-Fi settings
  - Your MAC address will be listed under the Advanced section
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#### MAC ADDRESS FOR XBOX ONE

- Sign in to your profile
  - Select My Games & Apps
  - Select Settings
  - Select Network
  - Select Advanced Settings
  - The Wireless MAC Address will be listed on the right side of the screen
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#### MAC ADDRESS FOR SONY PLAYSTATION 4

- Power up the PlayStation 4 without a disk

- From the main menu select Settings
  - Then select System
  - Next select System Information. Your MAC address (Wi-Fi) will be listed
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#### MAC ADDRESS FOR SONY PLAYSTATION 3

- Power up the PlayStation 3 without a disk
  - From the main menu select Settings.
  - The select System Settings
  - Next select System Information. Your MAC address (Wi-Fi) will be listed
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#### MAC ADDRESS FOR NINTENDO WII

- From the Wii main menu select the Wii button
  - Select Wii Settings
  - Select Internet from the second page to the right.
  - Select Console Information the MAC address will be listed, do not use "LAN Adapter MAC Address" only "MAC Address"
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#### MAC ADDRESS FOR NINTENDO SWITCH

- Select System Settings from the Home page
- Next select Internet
- You MAC address will be listed under "System MAC Address"
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