

# Optimum Router Settings

Changing settings on your router could cause issues with your other devices connecting and you should be aware that we cannot troubleshoot citizen's home networks.

If you do not feel comfortable making these changes, we suggest contacting Optimum Technical Support directly and describe the issue:

“My laptop does not see the SSID (the name of your network) and it may be because the router you have rented me needs settings changed to allow for older devices to connect.”

You are also welcome to contact your school's Technology Coordinator(s) to arrange to swap the device that you were issued with a different one that may connect with no issue.

Using another computer in your home that is already connected to the internet navigate to <https://www.optimum.net/internet/manage-router>.

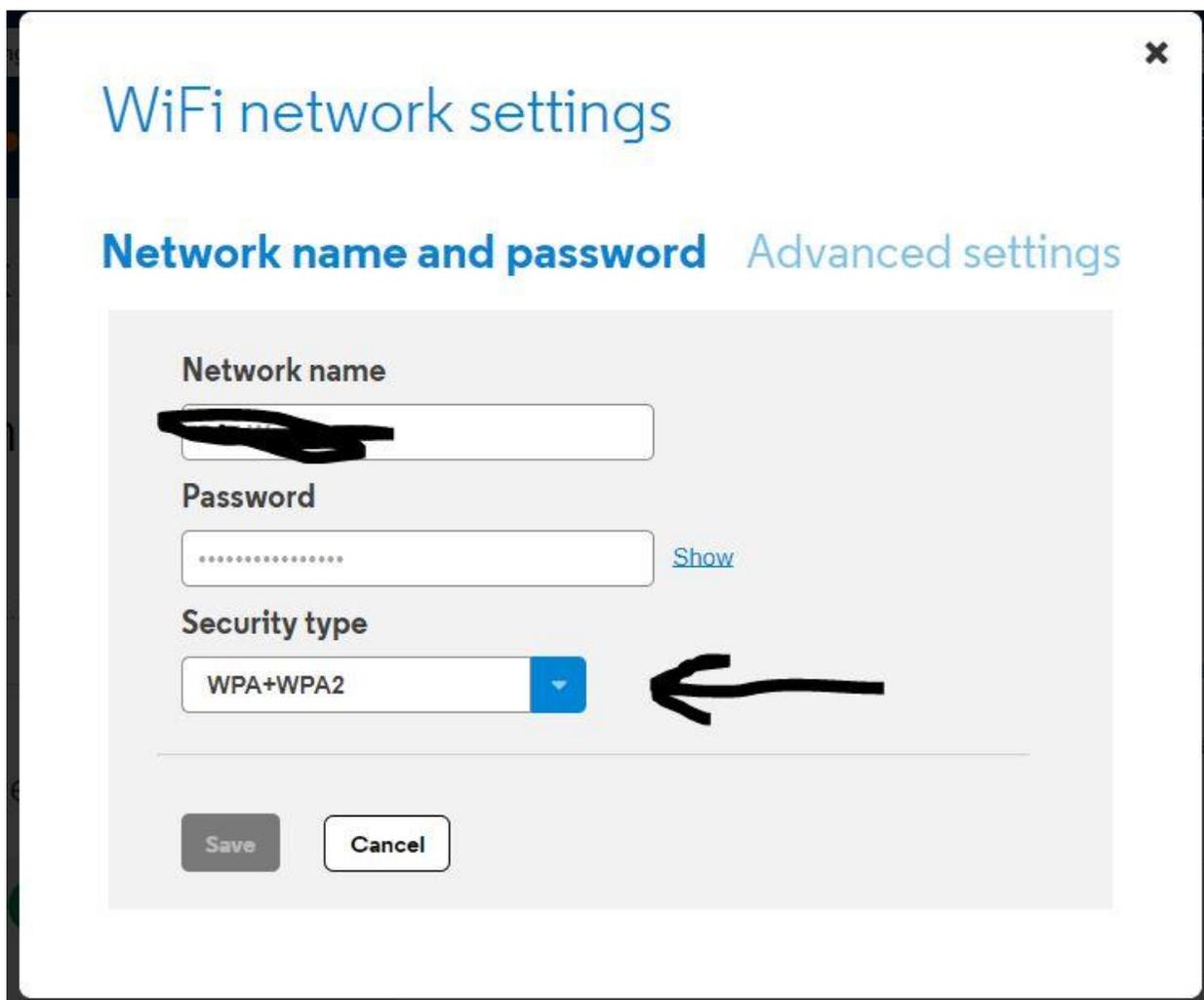
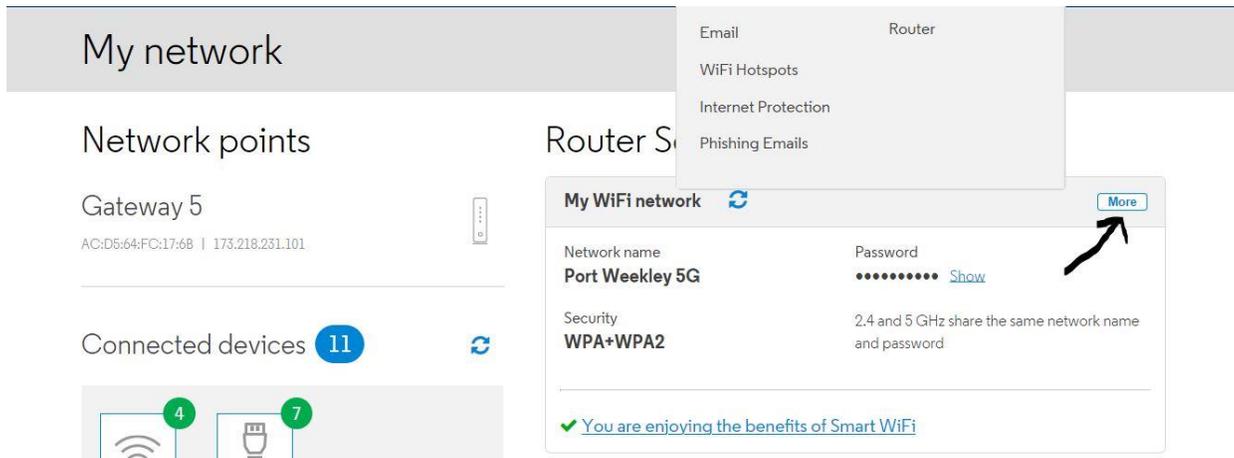
You will need your Optimum/Suddenlink account credentials to access your modem/router settings

Once logged in, you will navigate to the Internet tab and to Router as the arrow indicates below:

The screenshot displays the Optimum website interface. At the top, there is a navigation bar with the Optimum logo, a language selector for 'En español', a 'Sign out' button, and links for 'My profile', 'Pay bill', 'Support', and a search bar. Below the navigation bar, the main content area is titled 'My network'. It includes a 'Network points' section showing 'Gateway 5' with MAC address 'AC:D5:64:FC:17:6B' and IP address '173.218.231.101'. There is also a 'Connected devices' section showing 11 devices. A 'Router Settings' panel is open, displaying 'My WiFi network' details: Network name 'Port Weekley 5G', Password (masked with dots and a 'Show' link), Security 'WPA+WPA2', and a note about Smart WiFi. A dropdown menu is open over the 'Internet' tab, with an arrow pointing to the 'Router' option.

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Once there, you should see the details about your device. You can change the name of your WIFI and the WIFI password here, but for this troubleshooting, please click on More as the following picture indicates:



You will see the name of your WIFI network, the Password for your WIFI and another section that says Security: It will likely be set to WPA2. You can change it to WPA+WPA2 to see if this gives you access with your 1:1 device to connect to your WIFI network.