

(March 19th 2020)

## Connectivity to campus

Many of us are in the process of transitioning from in-person to remote work and study. With the resulting increase in online traffic, we may encounter challenges in connecting to the internet.

### Eduroam

As a member of the University of Florida community, you have free access to the national Eduroam system. There are many connection sites across the country, with over 90 in Florida alone. A map with all available locations can be found on the [US Eduroam Locator Map](#). If your device has already been configured for Eduroam, it will automatically connect as soon as the signal is detected. Otherwise, simply choose the Eduroam network and log in using your GatorLink account, just as you would on the UF campus. Eduroam connections are often available in public spaces around the campuses and buildings which provide them.

You can also use this [Speed Test website](#) to help diagnose connectivity issues to the UF campus.

If you find yourself running into connectivity issues, or that your connection is running slower than usual, consider the following options provided by telecommunication service providers in many communities.

### Telecommunication Service Providers

#### Comcast

Currently, Comcast is providing Xfinity Wi-Fi free for everyone. Xfinity Wi-Fi hotspots can be found across the country and will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. To find Xfinity WiFi hotspots, visit the [Xfinity hotspot locator map](#). Once at a hotspot, consumers should select the “xfinitywifi” network name in the list of available hotspots and then launch a browser. Non-Xfinity subscribers will need to accept Terms and Conditions when prompted.

#### Cox

During this time of transition, Cox is increasing internet speeds and implementing other relief efforts for select residential packages. Additionally, Cox’s low-cost internet program, Connect2Compete, will be offered at no cost for the first month of use. Find information on this and more on Cox’s [recent news release](#). Cox also provides free hotspots for Internet Preferred members and more. To find a hotspot near you, check the [Cox hotspot locator map](#).

#### Charter

For households with K-12 or college students who do not already have a Spectrum Broadband subscription, Charter is providing free access to Spectrum broadband and Wi-Fi for 60 days. Read their

[press release](#) to learn more or call them at 1-844-488-8395. Additionally, check [Spectrum's hotspot locator map](#) to see where Spectrum Internet customers have access to free hotspots.

AT&T

AT&T is providing multiple connectivity support solutions, including providing unlimited home internet to consumers, expanding eligibility for low-cost programs, and more. Read [AT&T's COVID-19 Response page](#) to learn more.