



Taking Control of Your Comcast/Xfinity Home Network

May 2, 2017

Class Goal:

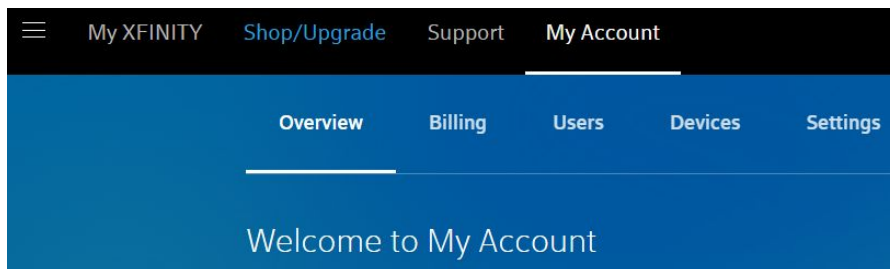
Develop a better understanding of an **Comcast/Xfinity** home network with specific focus on internet services as it relates to networking equipment, including how to manage and troubleshoot home network issues from the Xfinity My Account website and mobile app.

Agenda...

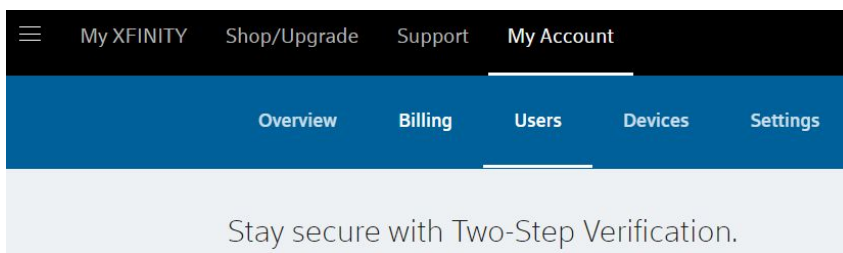
Access/Manage Your Xfinity Account	1
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Access/Manage Your Xfinity Account

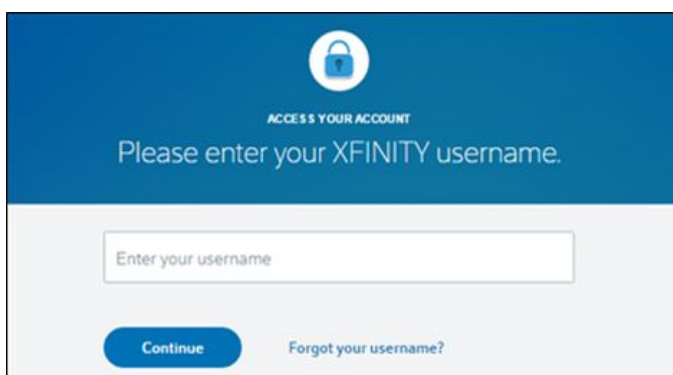
- How do I sign in to My Account? [Get More Info](#)



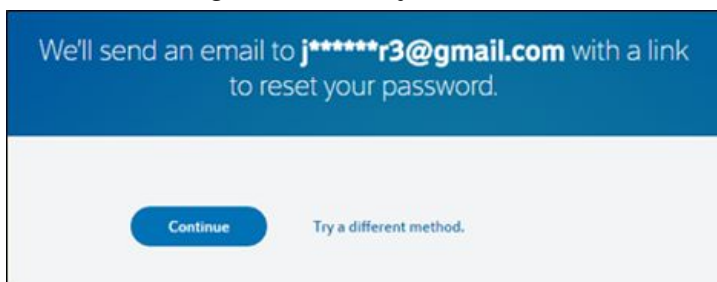
- How do I enable 2-Step Verification is now supported - [Get More Info](#)



- Account Numbers, Usernames, Passwords and PINs - [Get More Info](#)



- How do I change or reset my XFINITY Password? - [Get More Info](#)



- How do I set up XFINITY Text Alerts from My Account? - [Get More Info](#)
- How can I get the XFINITY My Account App? - [Get More Info](#)

XFINITY My Account

By Comcast

Open iTunes to buy and download apps.



Description

Save yourself time by contacting representatives, a

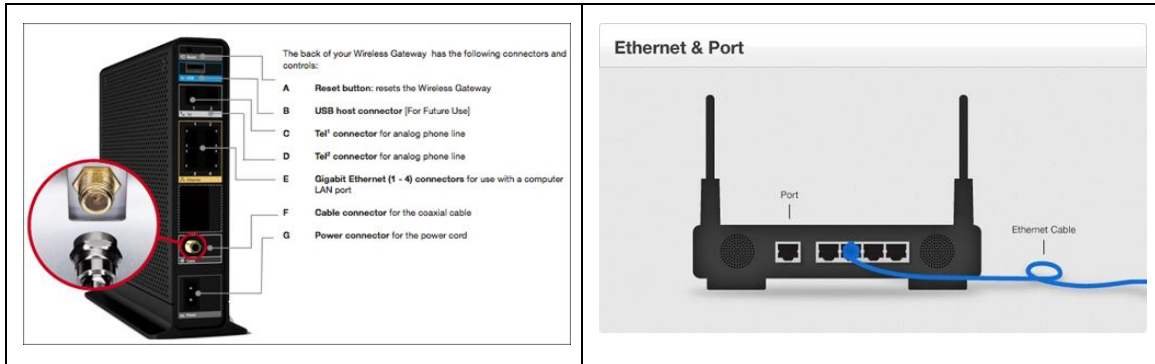
[Comcast Web Site](#)

What's New

- You can now use

Home Networking Basics

- What is Home Networking? - [Get More Info](#)
- Home Networking Equipment - Routers and Gateways - [Get More Info](#)



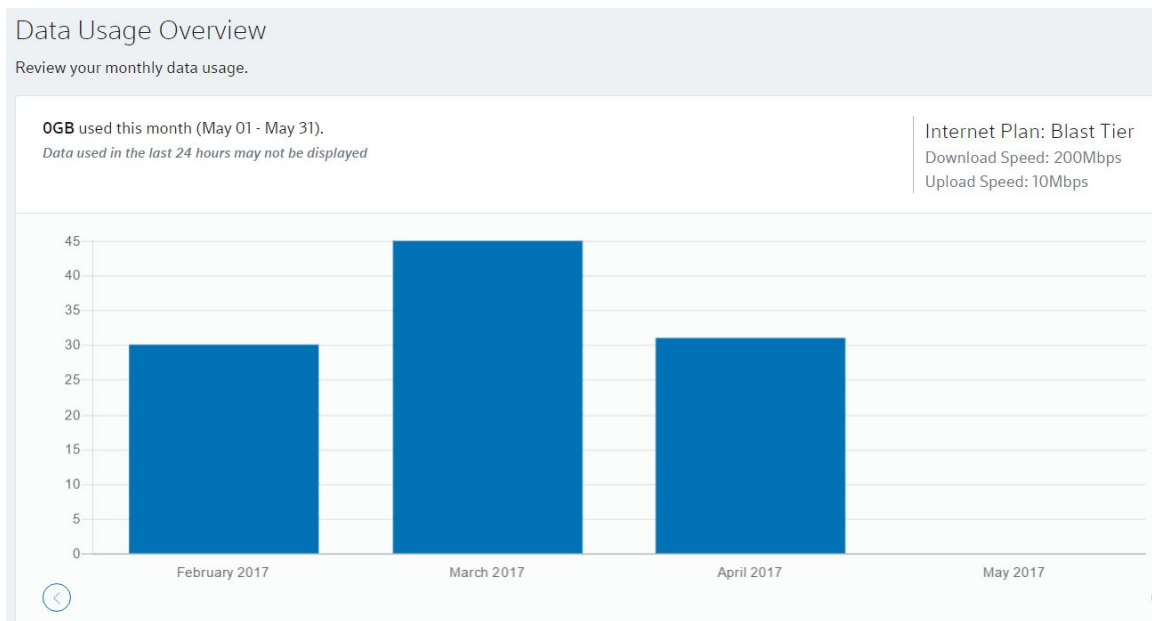
- How do I learn more about Xfinity's Wireless Gateways? - [Get More Info](#)
- How do I check for XFINITY Internet (and XFINITY Voice) Approved Devices? - [Get More Info](#)



- How do I use my own router with the Comcast/Xfinity Gateway? [Get More Info](#)
- How do I install and activate XFINITY Internet (and XFINITY Voice) services myself? > [Video](#)
- If I don't have a wireless gateway or router from XFINITY, but use an approved modem and/or router with your XFINITY Internet service, how can I check my equipment for more information about it? - [Get More Info](#)
- How do I check to see if my Xfinity device has firmware updates and/or is

obsolete? - [More Info](#)

- How do I check data usage on my network? [Get More Info](#)



Connect Devices to Your Home Network

- How do I connect to my In-Home WiFi Network? > [Video](#)



- How do I connect an online gaming system? - [Get More Info](#)
- How do I connect my Smart TV? - [Get More Info](#)
- [How do I connect my wireless printer?](#) - [Get More Info](#)
- How do I view/change the default SSID (=Service Set IDentifier or network

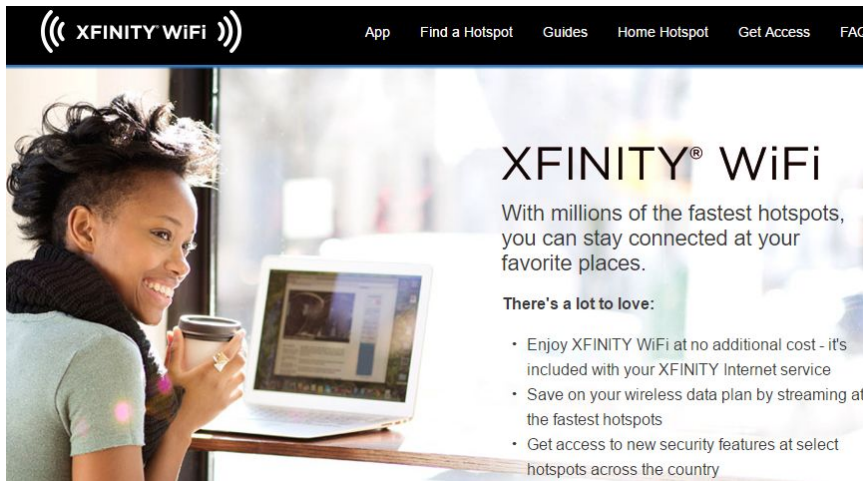
broadcast name)?



- View and Change Your WiFi Information with XFINITY xFi - [Get More Info](#)
- View and Change Your WiFi Information Online with My Account - [Get More Info](#)
- View and Change Your WiFi Information in the XFINITY My Account App - [Get More Info](#)
- View Your WiFi Information on X1 - [Get More Info](#)
- View Your WiFi Information for Your XFINITY Wireless Gateway - [Get More Info](#)
- Find Your WiFi Information on an Approved Modem and/or Router - [Get More Info](#)
- [Additional Resources](#)

Connect to Xfinity WiFi Hotspots

- XFINITY WiFi Home Hotspots FAQs - [Get More Info](#)



- How to Turn XFINITY WiFi Home Hotspot On or Off - [My Account Help](#)
- How do I manage registered XFINITY WiFi Devices from the WiFi Portal? - [Get More Info](#)
- How do I manage and remove registered XFINITY WiFi Devices? - [Get More Info](#)

Network Security Basics

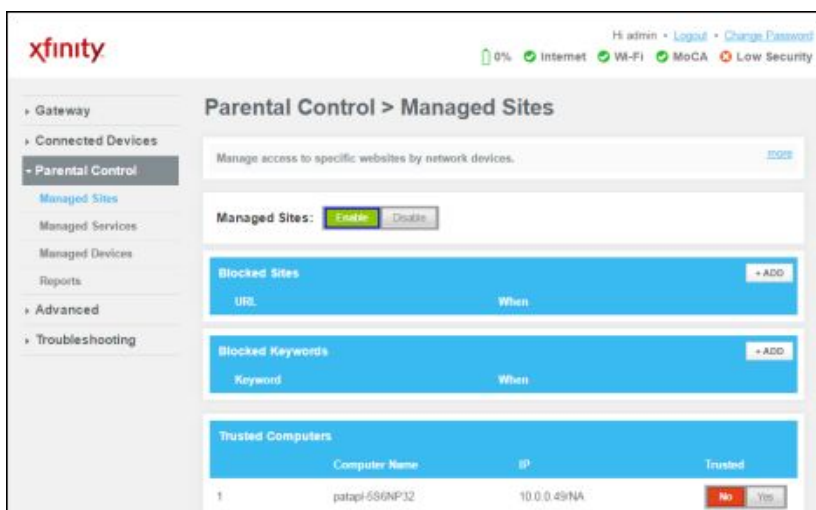
- How do I identify/change my Gateway's username/password? - [Get More Info](#)



- How do I configure my Gateway's firewall settings? - [Get More Info](#)



- How do I enable/configure Parental Controls on the Xfinity Gateway? - [Get More Info](#)



- How do I enable "Guest mode"? - [Get More Info](#)



- How do I download the free Norton Security Suite for my computer? - [Get More Info](#)



Self-Service Troubleshooting Options

- How can I optimize the performance of my WiFi Network? - [Get More Info](#)
- How do I check for a Comcast service outage? - [Get More Info](#)



- What can I do if my Cable or Internet is Out? - [Get More Info](#)
- What steps can I take to troubleshoot my XFINITY Internet or WiFi Connection? - [Get More Info](#)
- How do I troubleshoot my XFINITY Internet Connection? - [Get More Info](#)
- How do I reboot a router, modem, or Wireless Gateway? - [Get More Info](#)
- How can I get help from Comcast? - [Get More Info](#)

Links to resources

- [Wireless Gateway User Guides](#)
- [Xfinity Support Homepage](#)
- [Troubleshoot Your XFINITY Internet Connection](#)
- [Tips for Better WiFi Network Performance](#)
- [Install a Battery in Your XFINITY Voice Modem or Wireless Gateway](#)
- [XFINITY My Account App FAQs](#)
- [XFINITY My Account App: Internet Self-Help and Troubleshooting](#)
- [Xfinity Service Centers Locations](#)
- [Xfinity Customer Chat Service](#)

Contact



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