**Ridge Oak Resident Wi-Fi - Frequently Asked Questions**

**1. What is Ridge Oak’s Resident Wi-Fi?**
Starting August 4, Ridge Oak will offer free Wi-Fi access for residents to use in their apartments. This service allows you to browse the internet, stream shows, and connect personal devices like smartphones, tablets, and smart TVs.

**2. How do I sign up?**
To receive access, residents must review and sign the **Acceptable Use Agreement**, available online at [**www.ridgeoak.org/wifi**](https://www.ridgeoak.org/wifi). You can use a smartphone, tablet, or computer to complete the form. Please have your email address ready, as your signed agreement and network credentials will be emailed to you once you submit the form.

If you do not have internet access or family or friends to assist you, in-person opportunities will be available at Felmeth Hall to review and sign the agreement. Starting July 1, please call the office to schedule an appointment.

**3. Where does the Wi-Fi work?**
Wi-Fi is available **inside** Ridge Oak apartments and common areas. It is not guaranteed to work in outdoor spaces.

**4. What if I need help connecting my device?**
Ridge Oak strongly encourages you to reach out to family or friends to assist. We understand that not everyone has outside assistance from family or friends. Ridge Oak will offer **limited one-time appointments** beginning the week of August 18 to assist residents without outside support in connecting a small number of devices to the Wi-Fi.

*Please note:* Ridge Oak **can only assist with connection to the network** (e.g., entering your password).

We **cannot** help with:

* Setting up email, streaming apps, or subscriptions
* Troubleshooting personal devices
* Fixing slow internet speeds or dropped connections
* Explaining billing from your current internet provider

We recommend reviewing your options with a trusted family member or friend before making any changes to existing services.

**5. Will the Wi-Fi be fast enough for streaming?**
Yes, the network is designed for everyday activities such as internet browsing and streaming on a device at the same time. Ridge Oak does not disclose internet upload or download speeds. If you require guaranteed speeds, we recommend using a private provider such as Optimum or Verizon.

**6. Is the network secure?**
The Ridge Oak Wi-Fi uses standard security protections, but you are responsible for keeping your own devices secure. We recommend:

* Keeping your password private
* Using up-to-date antivirus software
* Avoiding suspicious websites or downloads

**7. Can I share my password with friends or neighbors?**
No. Each resident receives a **unique password**. For your safety and privacy, please do not share your login information.

**8. What happens if I misuse the Wi-Fi?**
Any misuse—such as viewing illegal content, sharing prohibited material, or trying to disrupt the network—can result in the loss of Wi-Fi access and may lead to further action.

**9. Who do I contact if my Wi-Fi isn’t working?**
You can call the Ridge Oak office during business hours at **908-221-0266**. Staff can check whether the network is online but cannot fix issues with your personal devices or other applications.

**10. Will my personal information be shared? Can Ridge Oak monitor my activity?**
No. Your usage is private. However, Ridge Oak reserves the right to block content that may harm the system or violate community standards.

**11. Can Ridge Oak help me decide whether to cancel my current internet service?**
While we understand that technology can feel unfamiliar, Ridge Oak staff cannot provide detailed guidance on how Wi-Fi or streaming services work or how canceling your current services may affect your billing. We strongly encourage you to consult with a trusted family member or friend before making any changes.

**12. Will Ridge Oak continue to offer support and information?**
Yes. We will continue to host information sessions to support residents in using the Wi-Fi service. Educational materials and step-by-step guidance are also available anytime through the **Touchtown module titled "Wi-Fi Resources."**