

A woman with her hair in a ponytail is sitting on a bed with blue bedding, looking down at a tablet device. In the background, another woman is sitting on a bed, reading a book. The room appears to be a dormitory or a student apartment.

xfinity

# Xfinity On Campus

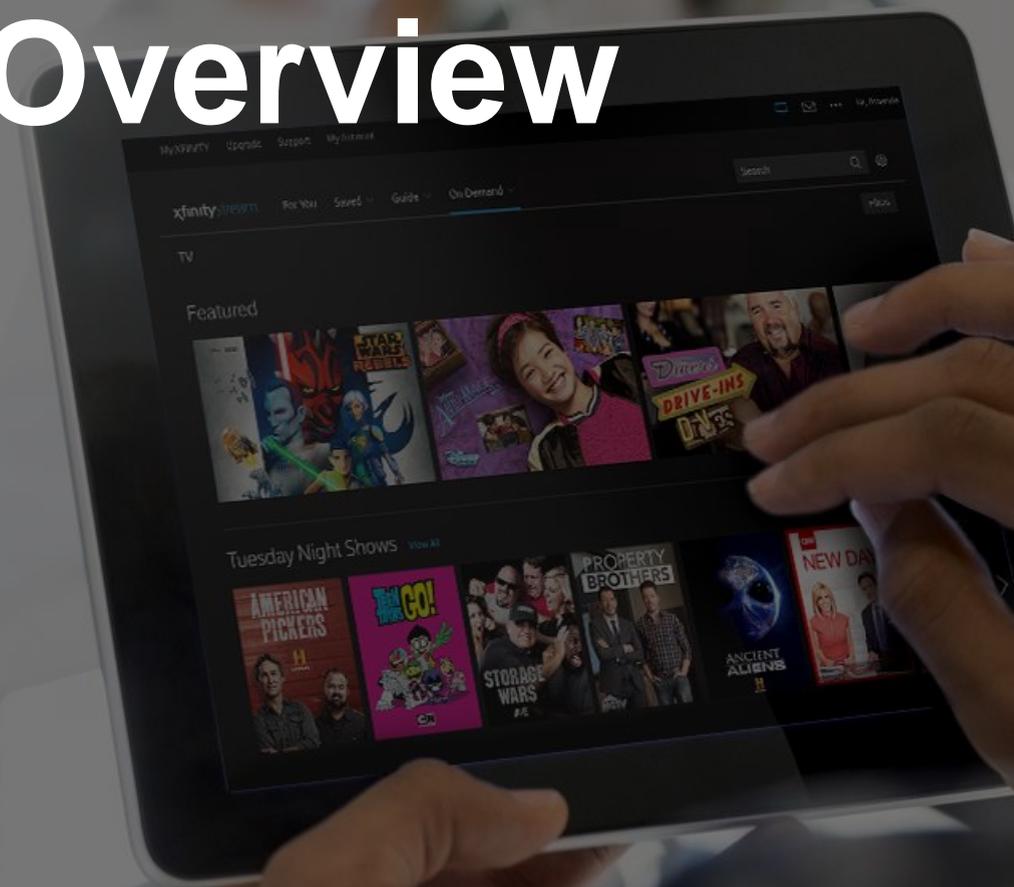
Support Guide

# Agenda

- 01 Xfinity On Campus Overview
- 02 Navigation
- 03 Upgrades & Features
- 04 Support & Escalation

01.

# Xfinity On Campus Overview



# Xfinity On Campus Overview

## Revolutionizing Campus Entertainment.

Stream over 100+ live channels, access to Xfinity On Demand titles and premium channels anywhere on campus.

Popular included channels:



Available through subscription:



Flexibility to take  
entertainment on the go:



# Xfinity On Campus Overview

## Access

### University Students

Available to all students registered as living on campus.

### While On Campus

Full service available to students within campus boundaries – some free TV content is available off campus as long as student is registered as an on-campus resident.

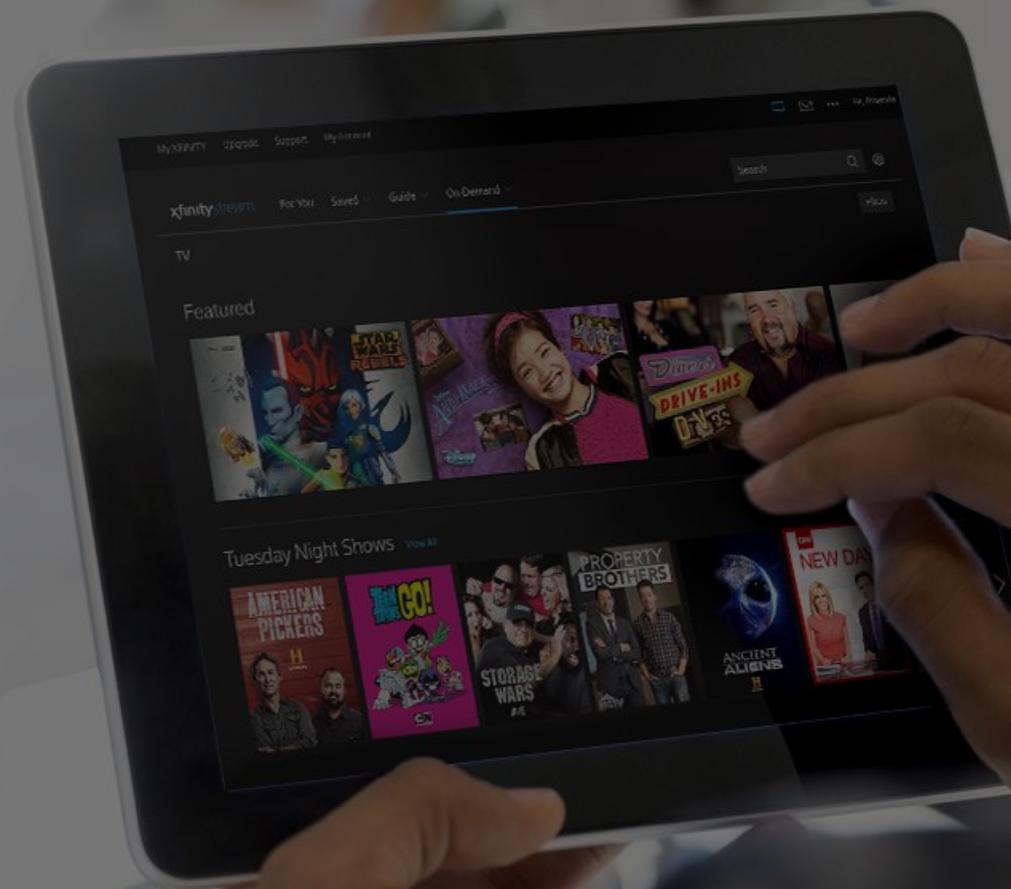
### Campus Network

For full access, students must be connected to the campus network to use Xfinity On Campus. Third party hotspots will only allow access to TV GO (Tv everywhere) content. VPN is not allowed per contract.



02.

# Navigation



# Navigation

## Getting started.

### Step 1

Via Web:

[xfinityoncampus.com](http://xfinityoncampus.com)

Via Mobile/Roku:

Download the **xfinity** stream app.



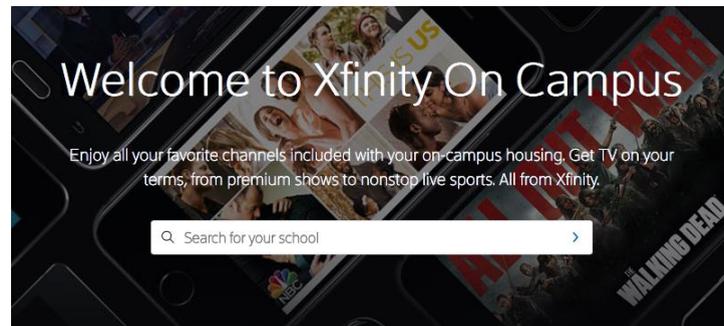
Then select XOC Student sign in:

XFINITY On Campus Students [Sign in Here](#)

By signing in, you agree to our [Terms of Service](#) and [Privacy Policy](#).

### Step 2

Type or select your college or university from the drop down list.



### Step 3

After choosing your school, you will be taken to a **school hosted** authentication page to log in with your university credentials.



Welcome To XFINITY On Campus™ Guest Login

Username

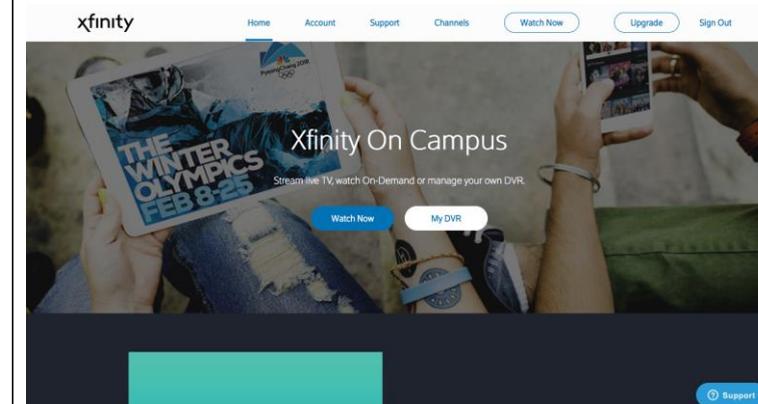
Password

Login

[Forgot your password?](#)

### Step 4

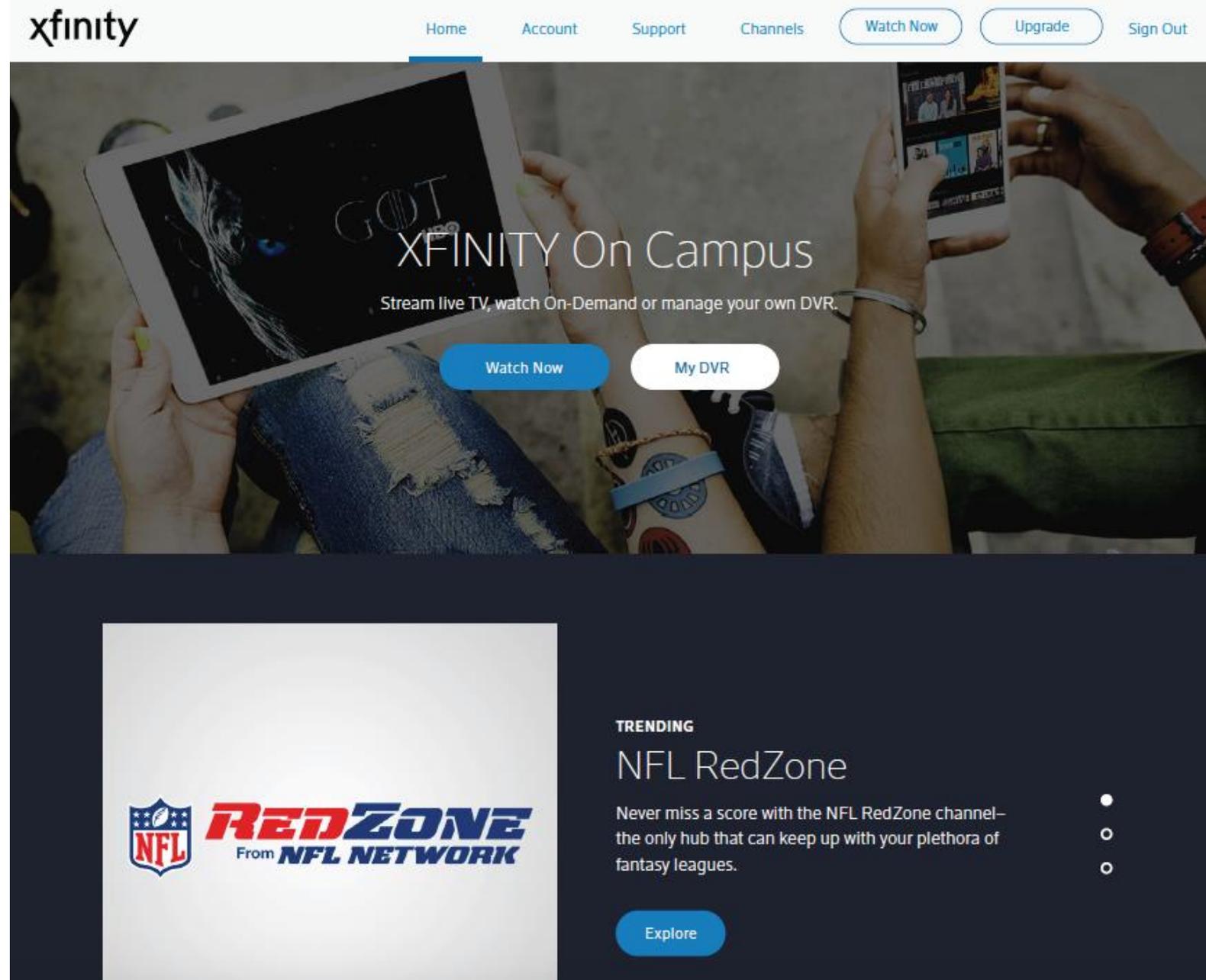
Students will be directed to the Xfinity On Campus portal if logging in via web where they can start watching live TV or purchase premium channels.



# Navigation

## A portal to your entertainment.

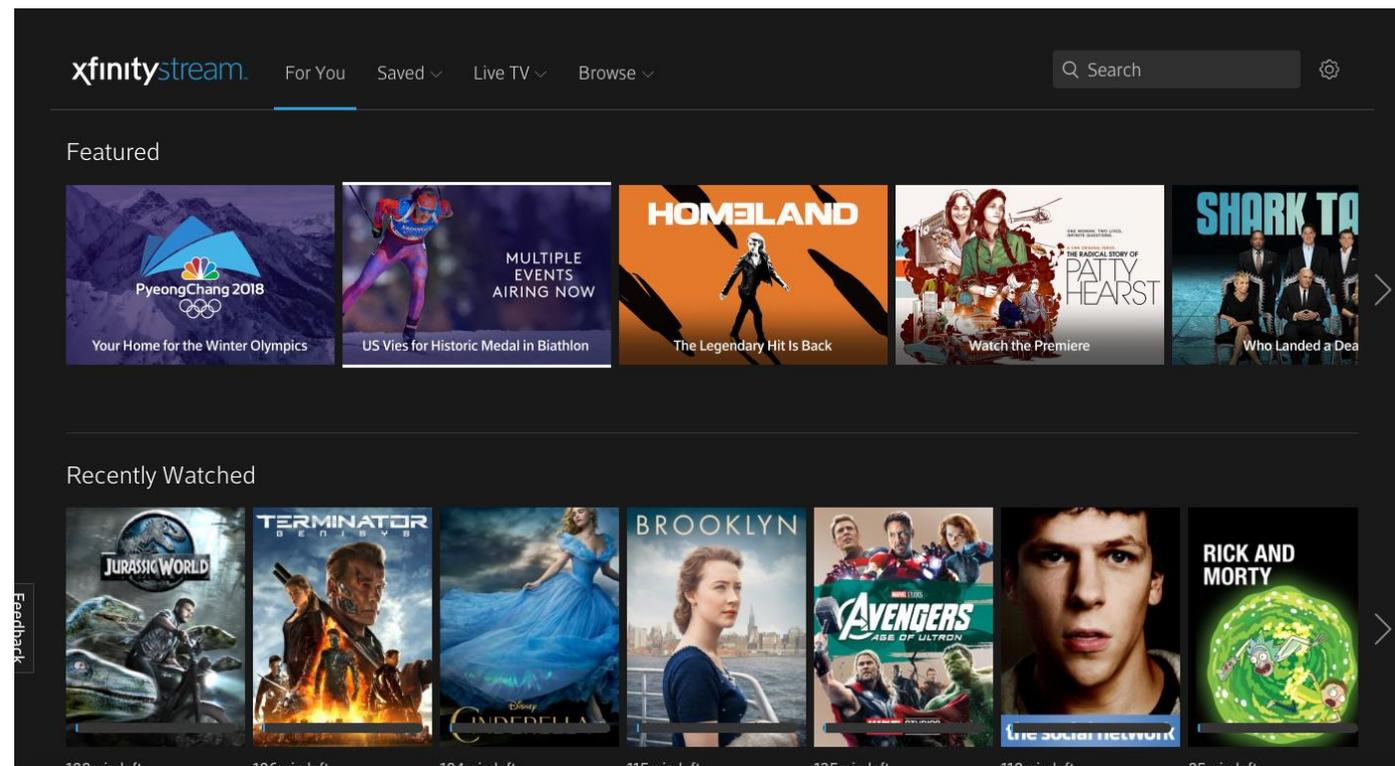
1. **Home**
2. **Account** – manage account settings, payment and order history of premium channel upgrades.
3. **Support** – in-depth support center with FAQ articles and digital interaction with Xfinity care agents.
4. **Channels** – view your school's channel lineup.
5. **Watch Now** – start watching live TV, On Demand content, or DVR recordings.
6. **Upgrade** – purchase premium content via credit card.
7. **My DVR** – direct link into personal DVR recordings.
8. **Trending** – list of top trending programs/shows.



# Navigation Watch Now.

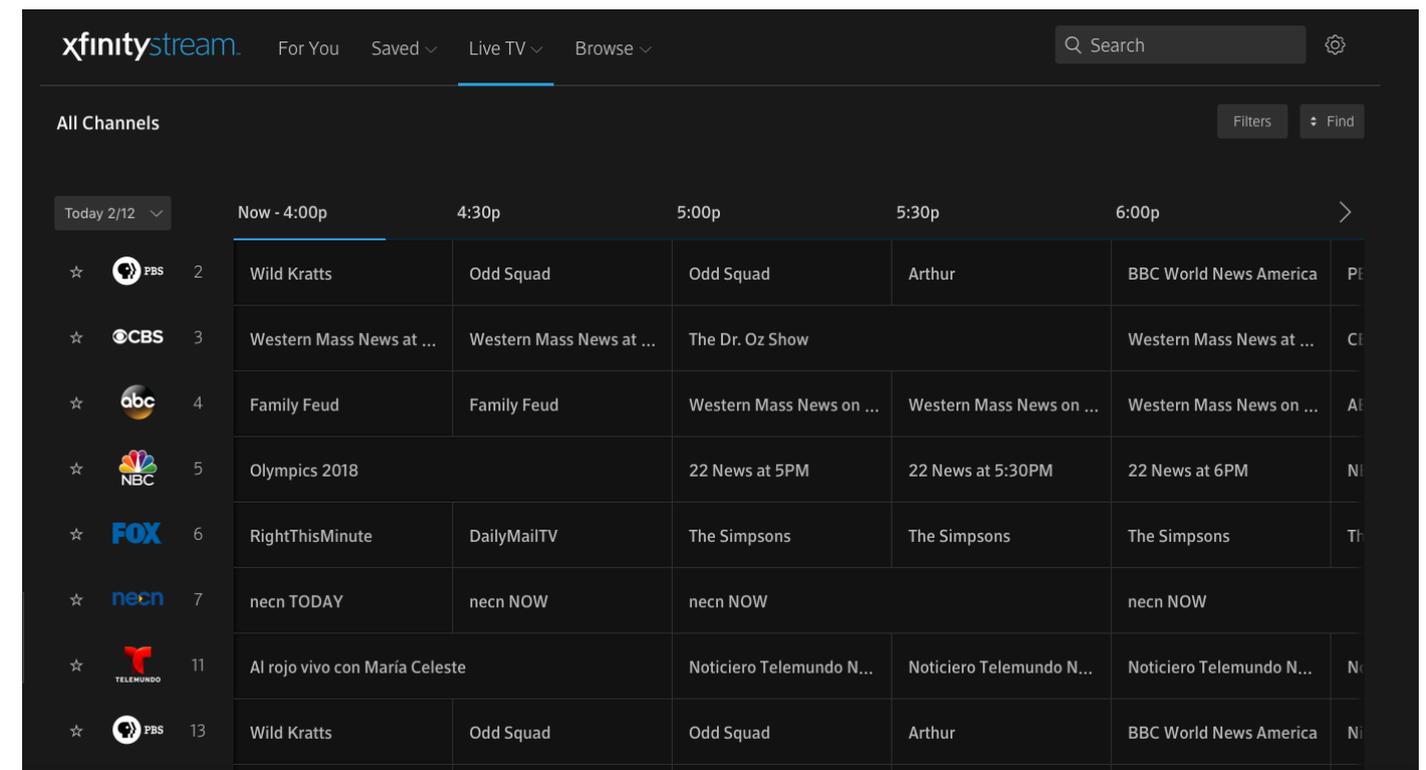
## On Demand & DVR

**For You** is a curated section based off of shows/movies students previously watched or recorded. Select from thousands of Xfinity On Demand titles or schedule/watch DVR recordings. Cloud DVR allows students to record up to 20 hours of content.



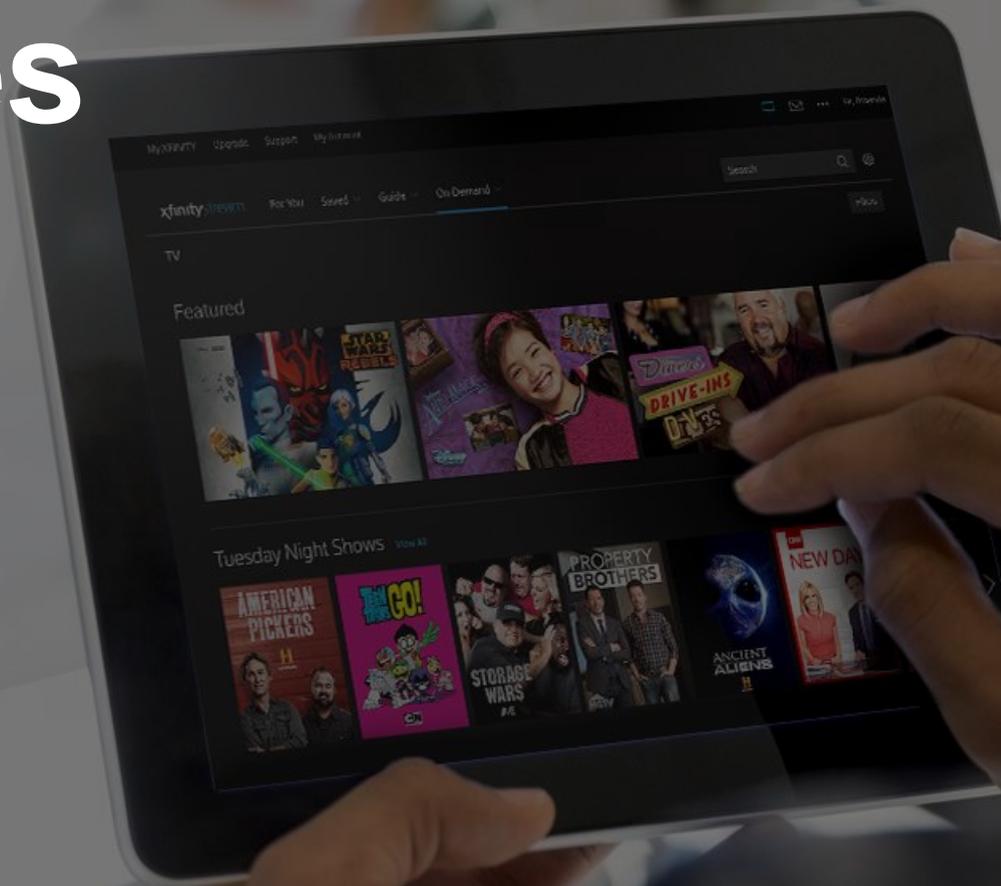
## Live TV

Selecting **Live TV** brings up the latest live channel guide listings. Students may toggle through different filters such as **Available Out Of Home** (TV GO channels).



03.

# Upgrades & Features



# Upgrades & Features

## Premium Content Upgrades

The **Upgrade** page allows students to purchase premium services like HBO, Showtime, and STARZ or elevate their channel lineup with Digital Preferred and the Sports Entertainment Package (NFL RedZone).

There are also many International Channels in which students can purchase as well.

Purchases are made via credit cards and students are notified through email for the following reasons:

- Order Made
- Change in Payment Information
- Subscription Renewal Failure
- Subscription Cancellation
- Subscription Credit Card Expiration Warning
- Subscription Auto-renewal Reminder

The screenshot shows the Xfinity website's 'Upgrade Channels' page. The header includes the Xfinity logo and navigation links: Home, Account, Support, Channels, Watch Now, Upgrade, and Sign Out. The main heading is 'UPGRADE CHANNELS' with the sub-heading 'Join the Golden Age of Television'. A promotional message states: 'Upgrade today and instantly watch the most talked-about shows on every device. Simply choose a package and start enjoying your unlimited access.' Below this is a section titled 'Premium Channels' featuring a grid of channel options:

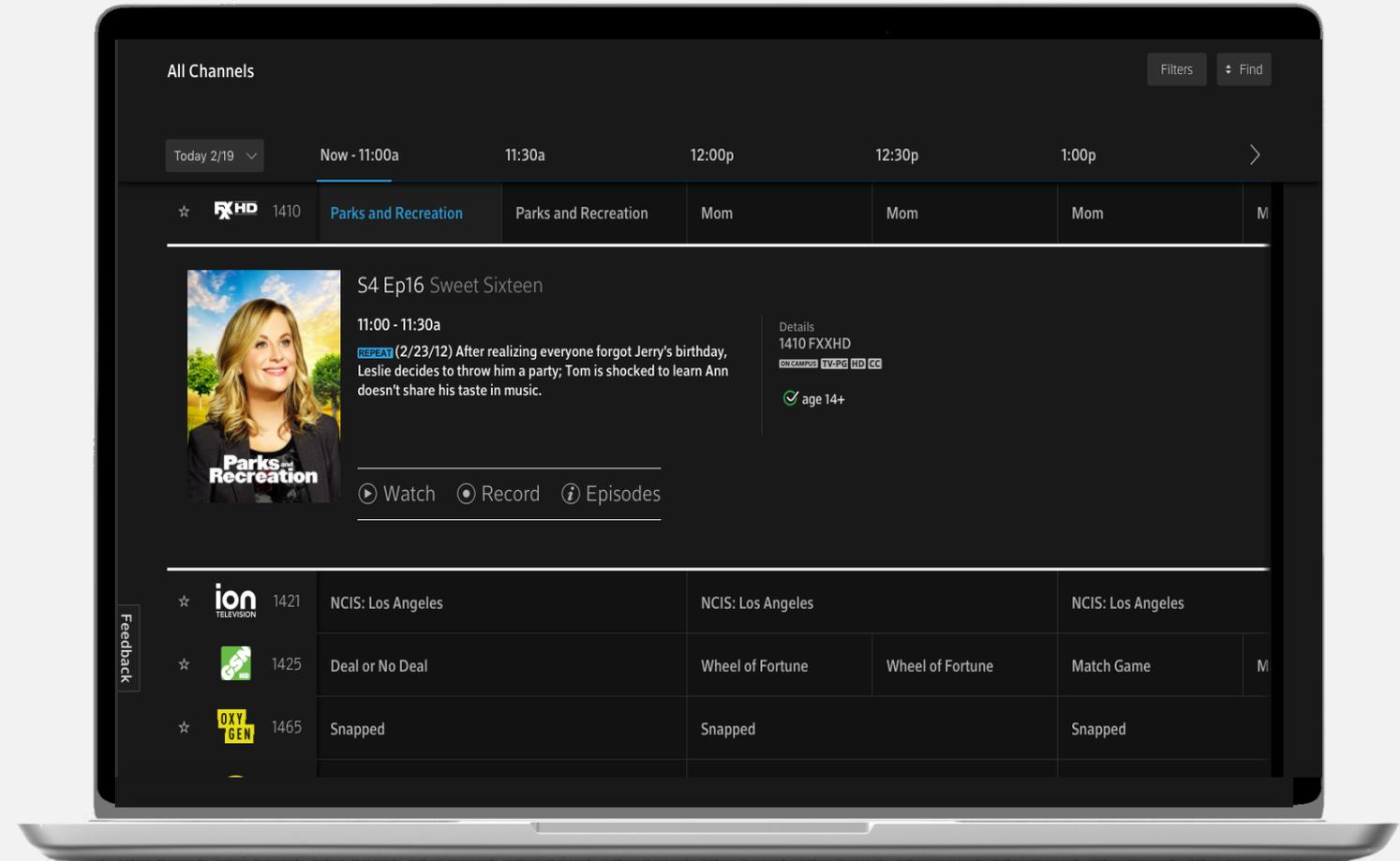
- HBO**: Game of Thrones, Ballers, Insecure & more
- SHOWTIME**: Shameless, Homeland, Ray Donovan, Billions & more
- THE MOVIE CHANNEL**: Action, Adventure, Drama, Comedy & more
- STARZ**: Outlander, American Gods, The White Queen & more
- CINEMAX**: Outcast, The Knick, Banshee, Strike Back & more
- Digital Preferred Package**: 80 additional channels, including the most live sports
- Sports Entertainment Package**: NFL RedZone, ESPN Goal Line & more

At the bottom, there is a section for 'International Channels' displaying a grid of logos for various international networks:

- ABP NEWS, Antenna Satellite, Channel One Russia, GMA Life TV, Life OK
- Mediaset Italia, Russian Television Network (RTN), SET Asia (Sony), STAR India GO, Star In a Plus
- The Israeli, TV1000 Russian, TVSMONDE, WILLow, ZEE5

# DVR

- Record up to two programs at once.
- Store up to 20 hours of recordings.
- Ability to download recordings and On Demand programs to mobile devices and watch offline. (↓)
- Schedule, change, and manage recordings.
- Watch in-progress DVR recordings while connected to the campus network.



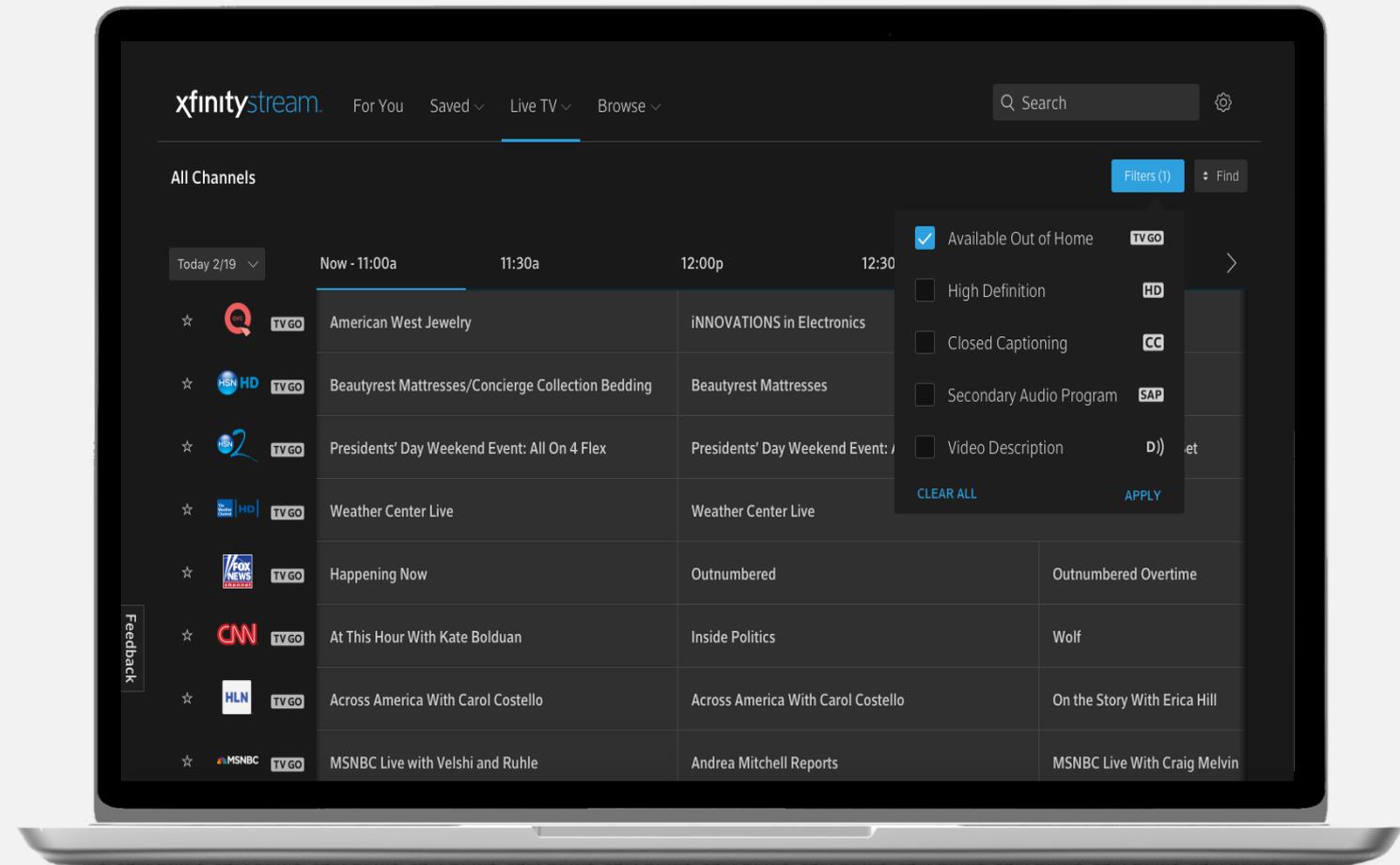
# TV GO

What is TV GO?

TV GO allows students to view channels that are available for viewing while not connected to your campus network.

How to see TV GO Channels?

- In the upper right corner, choose the **Filter** tab and select **Available Out of Home** to see a list of all available live channels for streaming off the campus network.
- You can recognize TV GO channels from the regular Live TV list by noticing a lighter background.
- When available, movies or shows in the On Demand library with TV GO versions will be listed as well.



## Mobile

### xfinity stream

Students can stream Live TV, On Demand, and DVR recordings from their mobile devices.

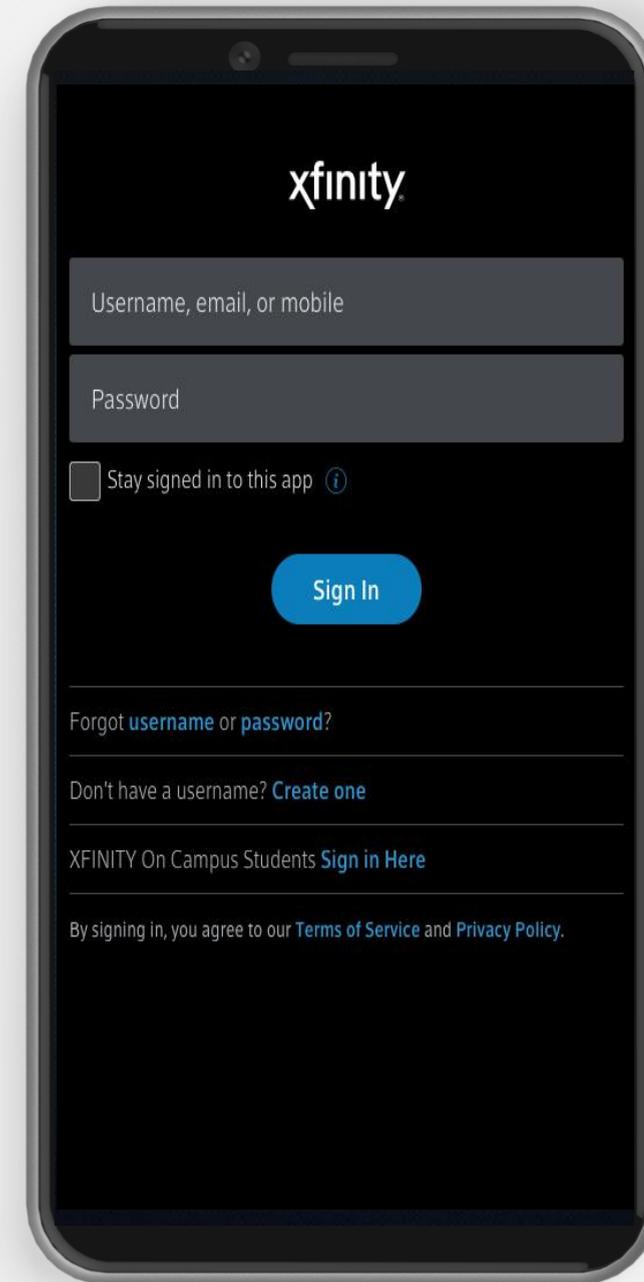
To access Xfinity Stream:

1. Download the Xfinity Stream app
2. Select **Xfinity On Campus Students Sign in Here**
3. Find your school
4. Sign in using your school credentials
5. Once authenticated, you will return to the Xfinity Stream app



### Partner Apps

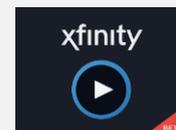
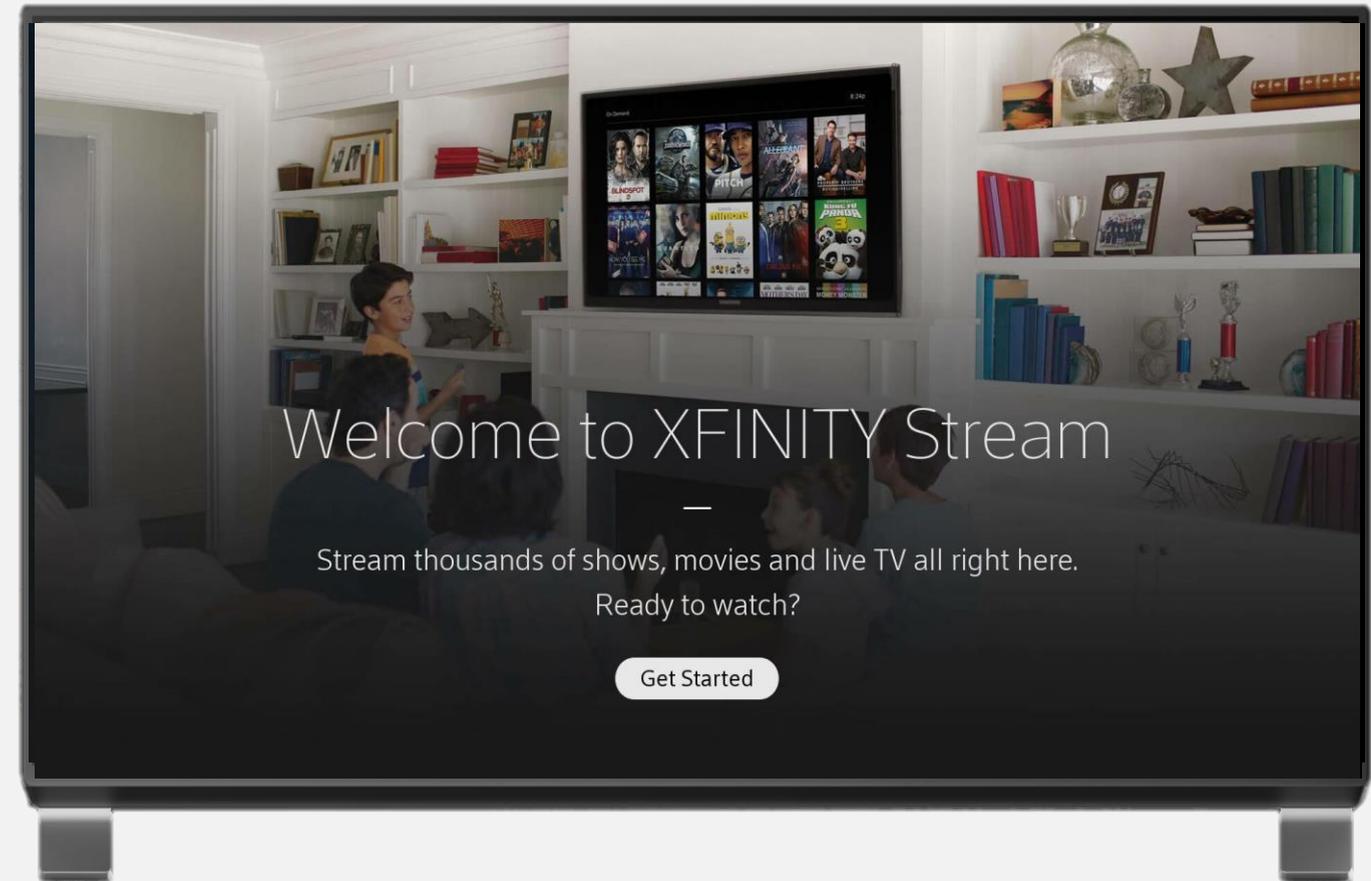
If the school subscribes to the provider's content, students can download specific programmer apps or visit their site to view TV Everywhere content.



# Roku

Xfinity Stream Beta is now available on Roku devices!

- Interested students will purchase their own Roku devices to access content on a traditional TV.
- Access is only limited to students whose Roku devices are connected to the campus network.
- Xfinity Stream Beta will only appear in the Roku channel store for eligible devices. See System Requirements listed at the end.



# Location Dependent Features

For full access, students must be connected to the campus network – either wired or WiFi.

- 3rd party hot spots (i.e. Starbucks) will be considered 'off-campus'.
- VPN is not allowed as defined in your bulk services contract.
- Stream on one device at a time.
- Register up to forty devices.

Functionality	On Campus	Off Campus
Watch & Stream Live TV	✓	✓**
Watch On Demand Shows & Movies	✓	✓
Watch Completed DVR Recordings	✓	✓
Watch In-Progress DVR Recordings	✓	✗
Schedule DVR Recordings	✓	✓
Watch Downloaded DVR Recordings	✓	✓
Watch TV GO Channels	✓	✓
Access to Partner Apps	✓	✓

\*\*\* Off Campus streaming to Live TV is limited to participating networks.

# Location Dependent Features

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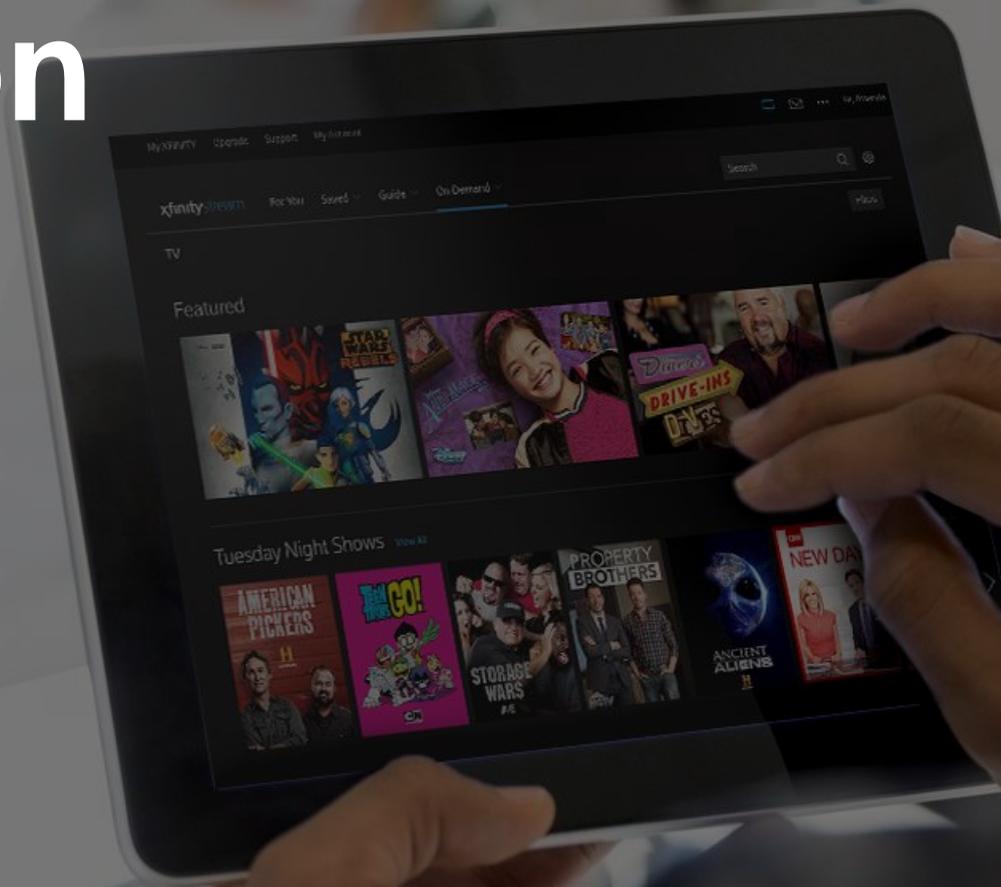
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Access to Partner Apps	✓	✓

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04.

# Support & Escalation



# Student and University Support

## Managed by University

- Campus Housing Flag: On-campus resident getting off-campus error message
- Username/Password issues or errors on login screen
- Local network outages
- Changes to IP range/geofence (submit new ranges to XOC Support)
- Communication to Students: notification of changes to housing flag, new features, distribution of marketing materials
- BGP configuration
- Contact: University Help Desk/IT Staff

## XOC Troubleshooting

- Missing channels
- Premium content issues
- Comcast produced error messages
- Stream/buffering issues
- DVR issues
- Metro-E outages
- Billing support
- Contact: Student/staff submits ticket through Support portal

## Self Help Troubleshooting

- Product features
- Navigation of portal
- Supported devices
- "Tips to Fix Most Issues": Basic troubleshooting
- Service status

 All Metro-E issues should be escalated to 1-800-741-4141. 24/7 monitoring and support is available.

# Troubleshooting Tips for Common Issues

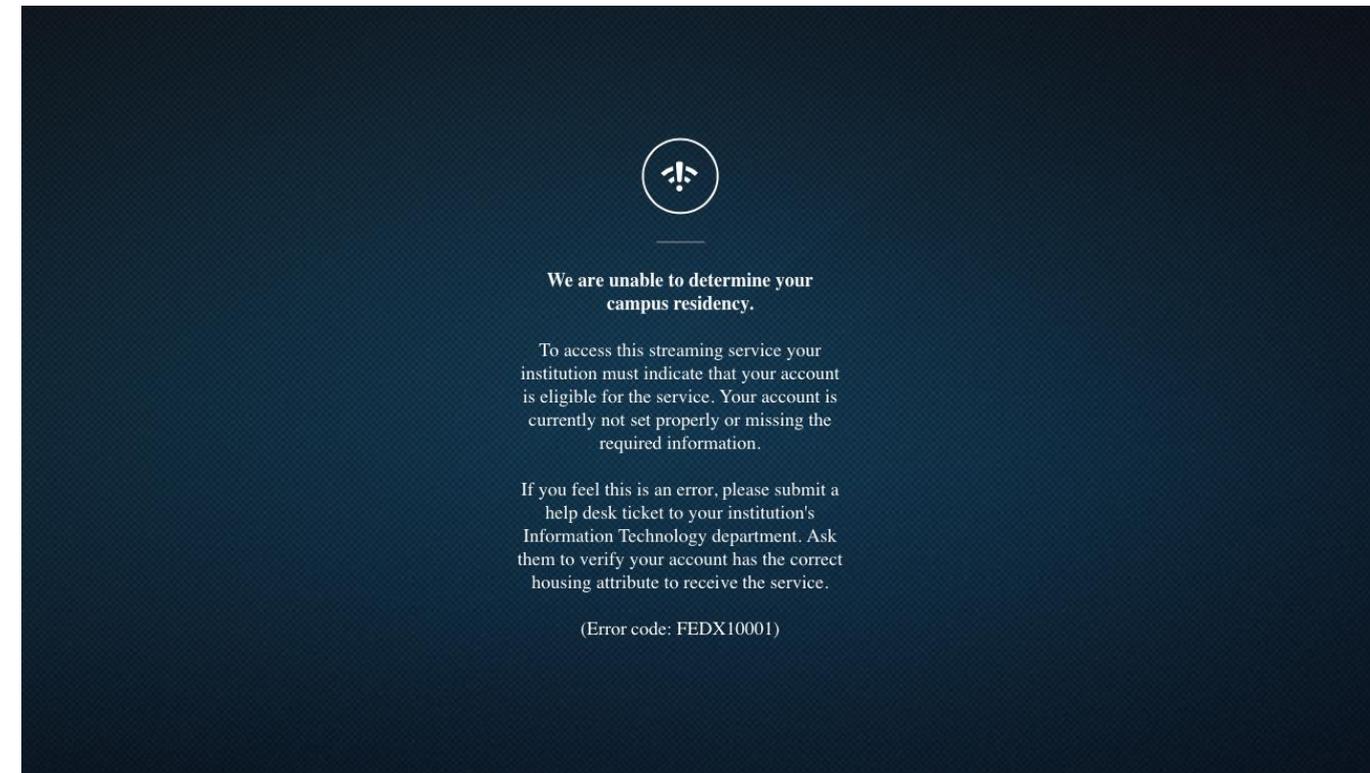
Issue	Probable Cause	Troubleshooting Step
Xfinity on Campus app does not open properly	Local access network is down	Determine if issue is related to local network issues and follow usual steps to resolve
Not able to get to the Campus Login page	The Campus authentication server is down	Check SAML authentication service and follow Campus as usual process to resolve
Login user ID+Password was rejected or Forgot User ID+Password	<ul style="list-style-type: none"> <li>Invalid User ID+Password</li> <li>Expired password</li> </ul>	Check if issue is related to authentication/login issue
After being authenticated by the Campus, I get a campus housing error	Incorrect SAML response being returned	Ensure campus housing flag is set correctly for student submitting error
I don't see the channel listing	<ul style="list-style-type: none"> <li>Network or timeout issue</li> <li>Player issue</li> </ul>	Request Student to verify or try the following:
I can't play one, more or all of the channels	Playback issue	<ul style="list-style-type: none"> <li>Confirm student is on campus (within IP range)</li> <li>Retry action</li> <li>Clear local browser cache</li> <li>Try a different browser</li> <li>Attempt the same action on another device</li> <li>Ensure user is not trying to stream on more than one device at the same time</li> </ul>
I can't play one, more or all of the Xfinity On Demand titles	Playback issue	
The video is jerky, freezes, or is low/poor picture quality	Playback issue	

# Billing Support Escalation

Issue	Probable Cause	Troubleshooting Step
Credit card denied	Incorrect info entered	For billing support issues with the storefront, direct customers to:  Submit a ticket through our support portal  OR  Call our billing support line 1-877-978-3229 (Available 8am-12AM EST)
Unable to make a purchase from the online storefront	Storefront or credit card server is down	
User is unable to update credit card information from the portal	Storefront error	
User is unable to add new credit card from the portal		
User is unable to update address information from the portal		
Customer is unable to cancel services from online storefront		
Customer is unable to playback purchased content	Storefront error or entitlement error	

# Common Error Messages

Error Message	Cause
FEDX10001	Student ID is not returning a campus housing attribute
Error 120005	Too many concurrent streams
Error: "Attempting to Resume"	Interruption in local internet connection
Error License Issue :: 3338 (1000942)	Occurs when trying to use Apple AirPlay from a mobile device – Not supported
"Available to watch on campus only"	Connected to an unknown network/IP range

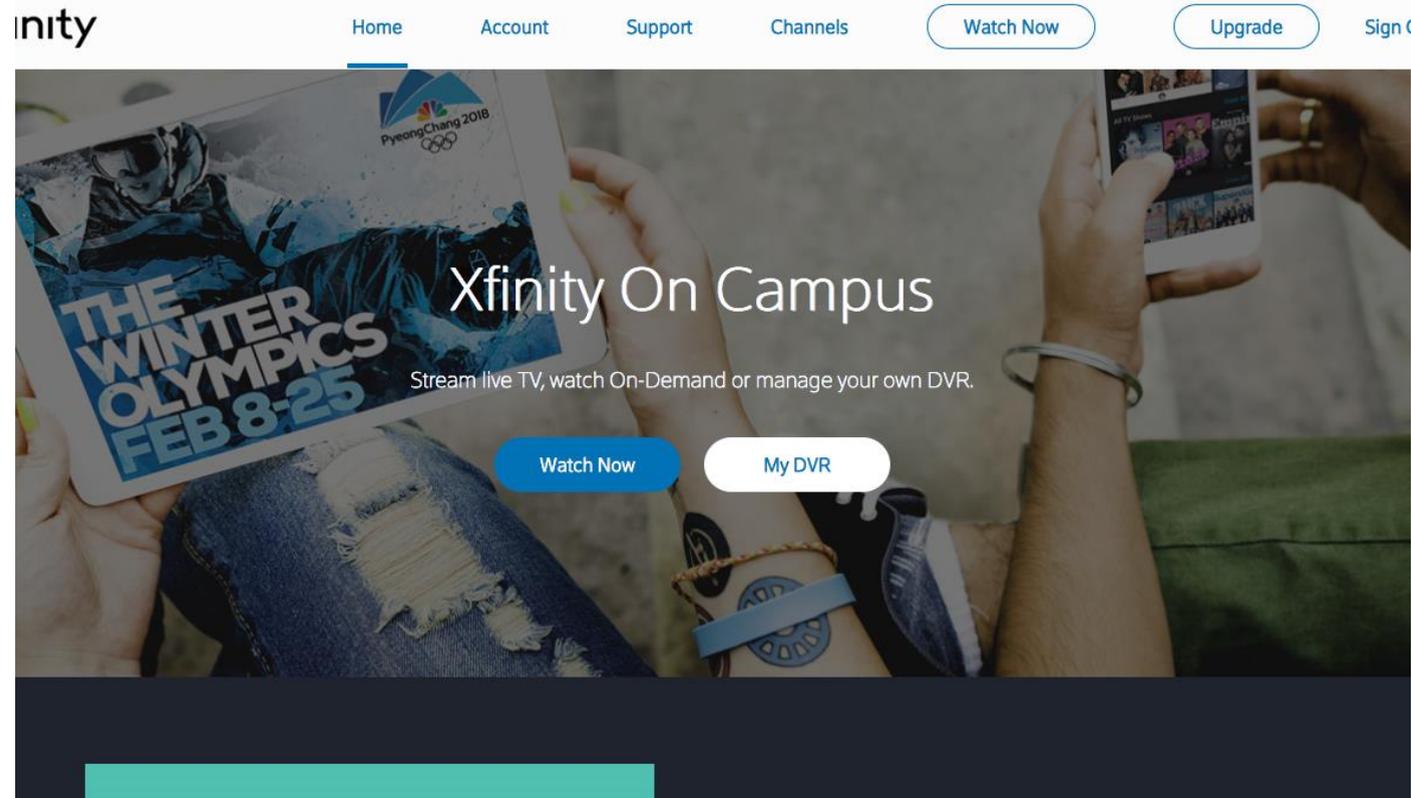


# Support & Escalation

## Navigate To Help & Support

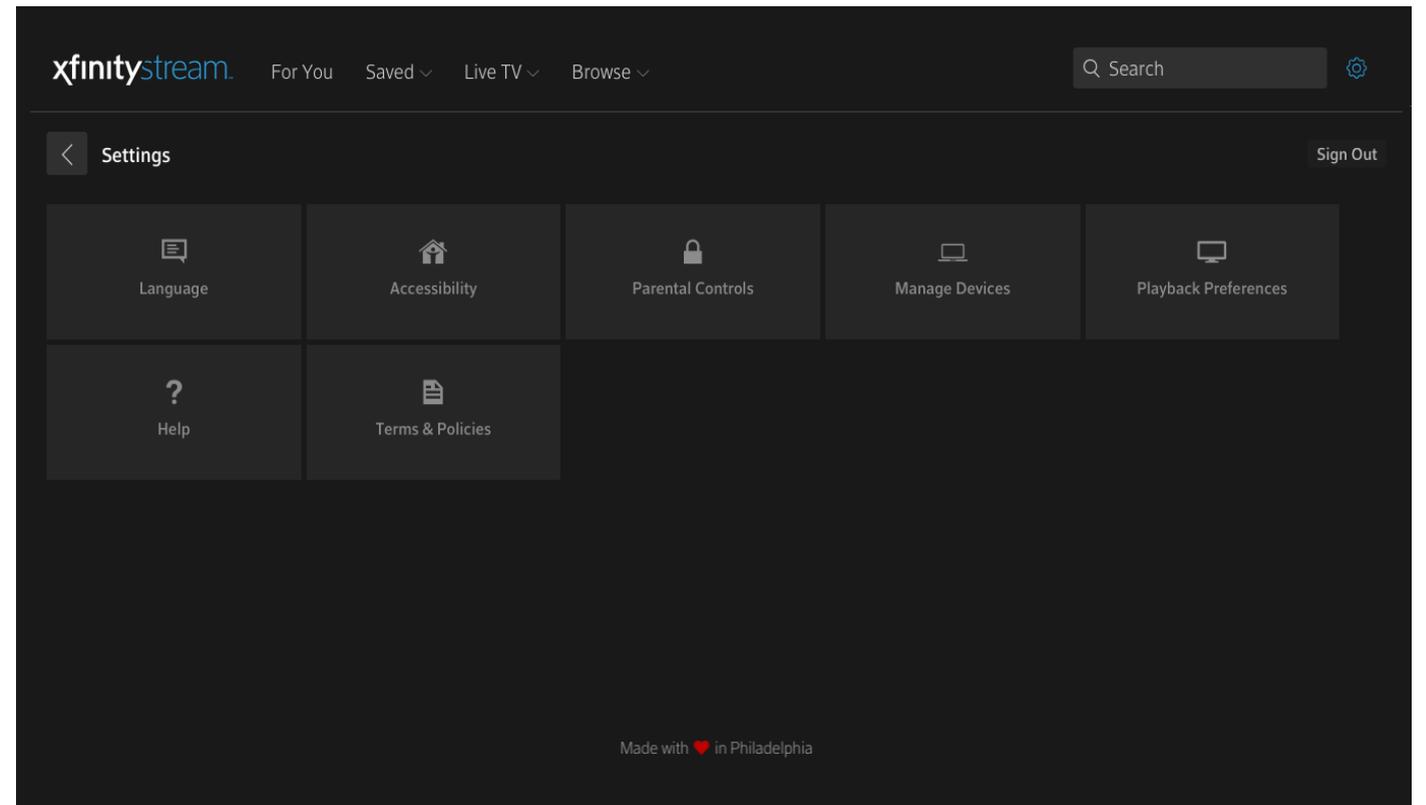
### From the Portal

- Select the **Support** button in the navigation bar



### From the Xfinity Stream Web Player

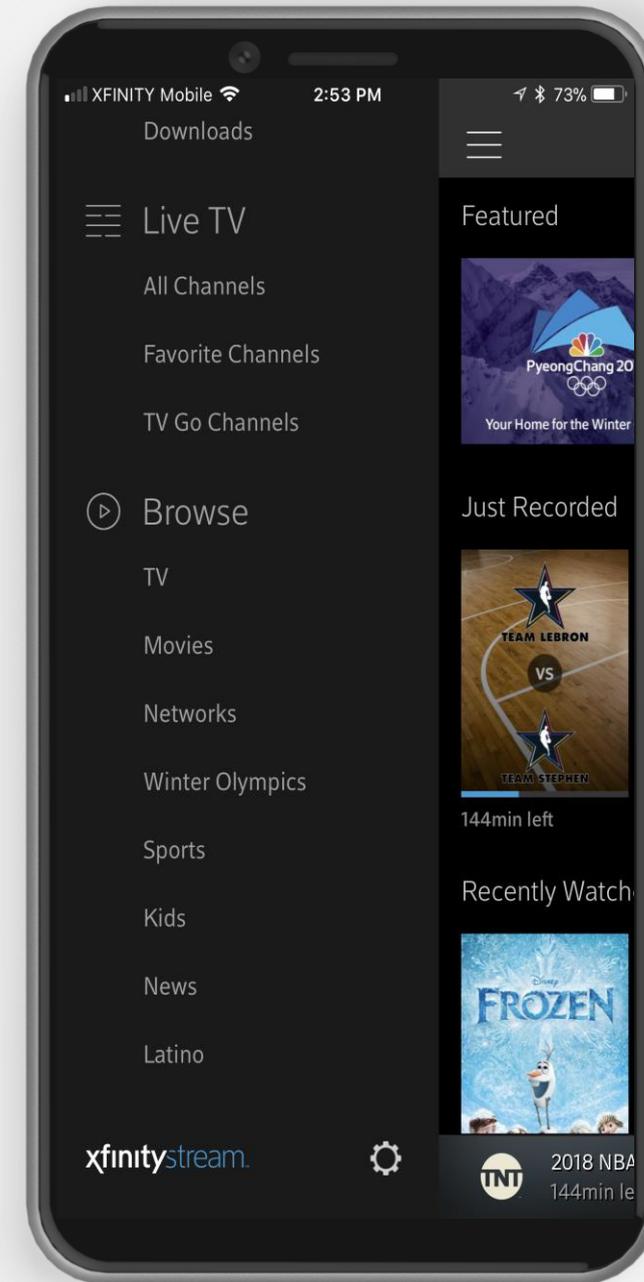
- Select the **Settings** icon, then **Help**
- Select **Help and Support** to be redirected to support.xfinityoncampus.com



## Navigate to Help & Support

### From the Xfinity Stream App

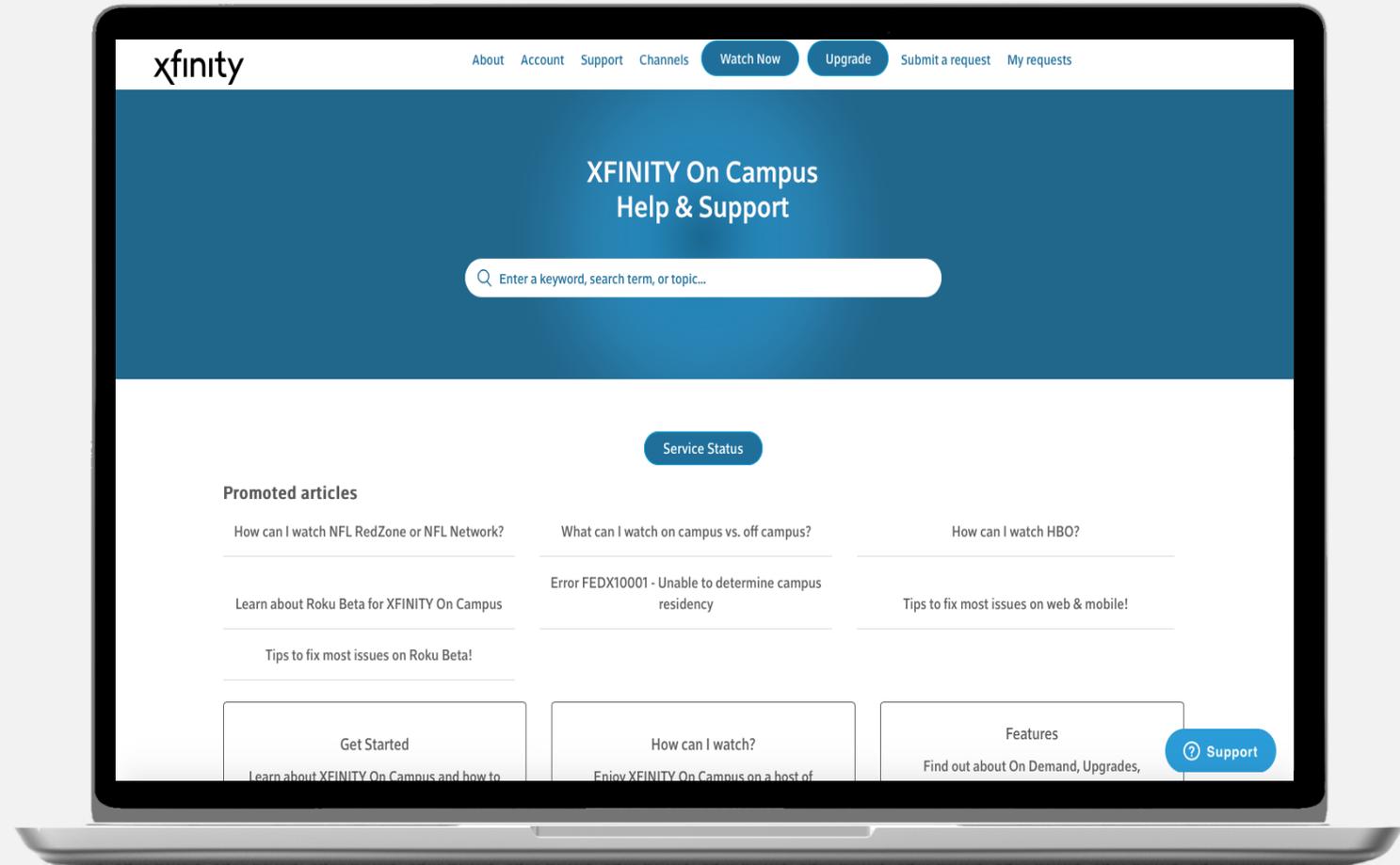
- Select the **Menu** icon, then scroll down to the bottom and select the **Settings** icon 
- Select **Help**, then **Help and Support**
- You will be asked to open your web browser and be redirected to [support.xfinityoncampus.com](http://support.xfinityoncampus.com)



# Xfinity On Campus Support Portal

- Exclusive support and ticketing portal.
- Check for known outages.
- Learn about product features.
- Search for solutions to common problems.
- Click **Submit a Request** to submit support tickets. Include email address, description, school username/ID, devices, or any picture attachments for faster resolution.
- **My Requests** allows students & IT staff to check status and history of all tickets.

[support.xfinityoncampus.com](https://support.xfinityoncampus.com)



# Support & Escalations

## Comcast Digital Support – Digital Care

All Digital Customer Service

- Servicing the enterprise 24/7, 365 days a year.
- Dedicated care specialists assigned specifically to Xfinity On Campus.

### The Process

Digital Care triages issue, gets all needed info & troubleshoots

Automated and/or manual messages sent to customer to confirm issue is resolved



STEP 02



STEP 04



STEP 01



STEP 03



STEP 05

Student or staff requests support by writing at:

1. [xfinityoncampus.com](http://xfinityoncampus.com)
2. [Mobile app support](#)
3. [Twitter - @comcastcares](#)
4. Or calling a 800 # for billing issues (phone not supported by Digital Care)

If issue cannot be addressed, care routes it to production support (who turn to engineering) for further investigation <sup>1</sup>

CSAT survey

# COMCAST CARES

# Support & Escalations

## System Requirements – Web Viewing

### Windows PC

#### Hardware

- 3 GHz Intel Pentium 4, AMD Athlon 3400, or faster processor
- 128 MB RAM
- Video card with 64 MB memory

#### Supported Operating Systems

- Windows 8 or 10 (Desktop Mode)
- Windows 7

#### Supported Web Browsers

- Google Chrome 31 or later (Latest Version Recommended)
- Microsoft Edge (Windows 10 Only)
- Internet Explorer 11 or later (Latest Version Recommended)
- Firefox 24 or later (Latest Version Recommended)

#### Browser Plug-ins and Settings

- Adobe Flash Player (Latest Version Required)
  - ❖ Note: Xfinity Steam web player will transition to HTML5 in late 2018.
- JavaScript enabled
- Cookies enabled

### Mac OS

#### Hardware

- Intel Core Duo 1.83 GHz or faster processor
- 256 MB RAM
- Video card with 64 MB memory

#### Supported Operating Systems

- OS X 10.7 or later

#### Supported Web Browsers

- Firefox 24 or later (Latest Version Recommended)
- Google Chrome 31 or later (Latest Version Recommended)
- Safari 6 or later (Latest Version Recommended)

#### Browser Plug-ins and Settings

- Adobe Flash Player (Latest Version Required)
  - ❖ Note: Xfinity Steam web player will transition to HTML5 in late 2018.
- JavaScript enabled
- Cookies enabled

# Support & Escalations

## System Requirements – Mobile & Roku

### Xfinity Stream App

#### iOS

- Xfinity Stream app works with iPhones, 4<sup>th</sup> generation or later iPod Touches, and iPads using iOS 9 or higher.

#### Android

- Xfinity Stream app is available for Android devices running version 4.1 and up.

#### Kindle

- Xfinity Stream app is available for Kindle devices running Android version 4.1 and up.

#### Chromebook

- Xfinity Stream app is available for Chromebooks that can access the Google Play Store.

### Xfinity Stream Beta Roku Channel

#### Compatible Roku Devices

- Roku TV (5XXX, 6XXX: Models within the 5000 and 6000 range)
- Streaming Stick (3800, 3600)
- Streaming Stick+ (3810)
- Express (3900, 3700)
- Express+ (3910, 3710)
- Premiere (4620)
- Premiere+ (4630)
- Ultra (4660,4640)
- Roku 4 (4400)
- Roku 3 (4200, 4230)
- Roku 2 (4210)

The [Xfinity Stream Beta Channel](#) will only appear in the channel store for eligible devices. Please verify you have one of the above devices if you do not see the channel in you channel store.

# Support & Escalations

## Example IT/Student Housing Website

- Simple explanation of Xfinity on Campus service and product features.
- System requirements.
- Instructions for login and access.

We can help craft any communications regarding the services or provide marketing imagery.

The screenshot displays the MIT Information Systems and Technology website. At the top, there are navigation links for 'For Faculty & Staff', 'For Students', and 'For IT Support Providers'. A search bar is located in the top right corner. Below the navigation is a horizontal menu with five categories: 'GET STARTED WITH IT', 'OUR SERVICES', 'SOFTWARE & HARDWARE', 'SECURE COMPUTING', and 'ABOUT IS&T'. The 'OUR SERVICES' category is highlighted in blue. The main content area features a large blue heading 'XFINITY on Campus' and a breadcrumb trail: 'Our Services > Network & Wireless > XFINITY on Campus'. On the left, a vertical list of links includes 'Duo Security', 'MITnet (MIT's Network)', 'OpenID Connect Authorization', 'Touchstone Authentication', 'Virtual Private Network (VPN)', 'Wireless', and 'XFINITY on Campus'. The main text describes XFINITY On Campus™ as an IPTV streaming service offered by Comcast for colleges and universities. It includes sections for 'Available To' (Students), 'Benefits and key features' (streaming live TV, On Demand™ shows, and watching off-campus), 'Requirements' (Mac OS X 10.9 or higher, Windows 7/8, iPhones/iPads, Android, and Roku), and 'Getting started' (access via computer, app, or landing page). On the right, there are sections for 'RELATED PAGES AND HOW TO' (login account, report incident) and 'GET HELP' (Knowledge Base, Service Desk contact info).

For Faculty & Staff For Students For IT Support Providers

MIT | IST Information Systems and Technology

Search IS&T and The Knowledge Base Search

GET STARTED WITH IT connect, configure, & go

OUR SERVICES find resources fast

SOFTWARE & HARDWARE get downloads & advice

SECURE COMPUTING prepare, protect, & prevent

ABOUT IS&T get news & information

## XFINITY on Campus

Our Services > Network & Wireless > XFINITY on Campus

NETWORK & WIRELESS

- [Duo Security](#)
- [MITnet \(MIT's Network\)](#)
- [OpenID Connect Authorization](#)
- [Touchstone Authentication](#)
- [Virtual Private Network \(VPN\)](#)
- [Wireless](#)
- XFINITY on Campus**

XFINITY On Campus™ is an IPTV streaming service offered by Comcast for colleges and universities as their on-campus TV service solution.

### Available To

Students

### Benefits and key features

- Students residing on campus can stream live TV and thousands of XFINITY On Demand™ shows and movies directly to their laptops, desktops, and mobile devices, all while connected to MITnet.
- Students can also watch shows using their MIT credentials to login to over 90 TV Everywhere apps when off-campus.

### Requirements

- Mac OS X 10.9 or higher
- Windows 7, Windows 8 (Metro touch interface not supported)
- iPhones, 4th generation or later iPod Touches, and iPads (AirPlay function not supported)
- Android smartphones or tablets running version 4.0 or higher
- A [supported Roku streaming player](#)

### Getting started

- [Access XFINITY on Campus via your computer](#)
- Get the app for [iOS](#), [Android](#), or your [Roku device](#)
- [XFINITY on Campus landing page and FAQ](#)

### RELATED PAGES AND HOW TO

- [Log in to your XFINITY on Campus account](#)

### GET HELP

- [Search the Knowledge Base](#) for how-tos and answers to commonly asked questions
- [Request help](#) from the Service Desk
- [Report a security incident](#) to the Security Team
- IS&T Service Desk**  
in the Atlas Service Center, [E17-106](#)  
Walk-ins: 8AM-5PM, M-F  
Email: [servicedesk@mit.edu](mailto:servicedesk@mit.edu)  
Phone: 617-253-1101 (3-1101)  
Telephone/Online: 8AM-6PM, M-F

Massachusetts Institute of Technology

Information Systems and Technology | 617.253.1101  
[Ask the Service Desk](#) or contact the [IS&T Webmasters](#)

FOR FACULTY & STAFF FOR STUDENTS FOR VISITORS FOR IS&T STAFF FOLLOW US

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**Thank You**