

# Problems accessing washburn.edu resources?

Cox/Comcast customers: please note there is a known issue with some users' security settings on their home internet connection that is blocking access to washburn.edu or any washburn.edu sites (including VPN). If you or someone you know is experiencing this, please forward this information along, as they will not be able to view it from the affected home connection. ITS is currently working with them on a solution.

## Comcast

<https://internet.xfinity.com/more/my-services/my-services-disabling>

## Cox

<https://www.cox.com/residential/support/cox-panoramic-wifi-app-advanced-security-service.html>

### Cox instructions for disabling Advanced Security:

To disable the Advanced Security feature, complete the following steps.

1. From the Cox Panoramic Wifi App, tap More.
2. From the More Options screen, tap My Services.
3. Below the Advanced Security section, select Disable and follow the onscreen prompts.

Note: Disabling the feature will turn off 24/7 monitoring and real-time reporting for your home network.

We encourage Cox and Comcast customers to contact their ISP's support and report the issue, as it will help determine scope of the problem and push them harder for a fix.

<b>Cox Support:</b> <a href="tel:1-888-952-3278">1-888-952-3278</a> Monday - Friday, 8 am - 8 pm Saturday, 9 am - 6 pm Sunday, Closed	<b>Comcast Support 24/7:</b> <a href="https://www.xfinity.com/support/contact-us">https://www.xfinity.com/support/contact-us</a>
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If you have any questions, please contact ITS User Services at 785-670-3000 or email [support@washburn.edu](mailto:support@washburn.edu).