

Getting Cable Service setup in the Dorms

1. Pick up the equipment from the Dorm Staff at the front desk
 - a. mini cable box
 - b. remote
 - c. power cord
 - d. HDMI cable

2. Go back to your dorm room and connect the mini box to your TV, as well as the coax cable from the wall and power it on.

3. Contact the Cox Bulk Residential Support number 855-512-8876,
 - a. Press 1 for Student Housing
 - b. then, press 1 for tech Support
 - c. finally, press 1 for Video Tech Support

4. You will be prompted to provide the *serial number* and *account number* for the mini box, which is located on a sticker on the back of the minibox.

5. You will also be asked for the exact street address of your dorm as well as your room number.
 - a. **Katherine Drexel (KD)**
7328 Dixon St., New Orleans, LA 70125

 - b. **St. Mike's**
3938 Pine St., New Orleans, LA 70125

 - c. **Living Learning Center (LLC)**
801 S. Jefferson Davis Pkwy, New Orleans, LA 70125

 - d. **St. Martin DePorres**
1001 S. Jefferson Davis Pkwy, New Orleans, LA 70125

6. Unless you add on services, you should never get a bill from Cox. If you do, please contact the ITC Helpdesk so we can resolve the issue.