



## Internet and Television Onboarding Information

**Welcome to Oceans Cloverleaf North!** As part of your Homeowners Agreement (HOA), we are providing you with AT&T internet and DirecTV Streaming television services. All residents as part of their HOA bulk services contract will receive the Choice Program Package, HBO, Cinemax, Showtime, MAX App (HBO and Cinemax), and Showtime Anytime App, Cloud DVR service, and two DirecTV Streaming devices with optional voice operated remotes. Here is the onboarding information you need to get started. If you do not have a Google Account/Gmail address, DirecTV encourages you have one to unlock extra services.

**1. Please call AT&T to establish your internet service. The number is 866-299-6824. Use menu option “For Orders, Please Press 1”.** Be sure you are speaking with a “Connected Community Services” in Miami or Chicago. Let the rep know our bulk services contract is under Oceans Cloverleaf North. **Do not ask rep to provide you with a DirecTV account.**

**2. AT&T Internet:** Our contract provides for 1 Gigabyte of Internet service. AT&T will need an email address ([johndoe@att.net](mailto:johndoe@att.net)). They will provide you with an account number and you will establish a password and PIN. **It is important to write this information down on the Help Sheet attached.** AT&T will schedule an appointment date for the technician to come and install your Gateway Modem BGM320-500, white box. This modem is necessary to support our building’s fiber-optic wiring and 1 gigabyte internal speed. This modem cannot be self-installed. The technician will bring the modem with him at the appointment.

**3. DirecTV Streaming Service** Your television service begins by accessing <http://www.directv.com/stream/my-community/> to activate your account and order two free DirecTV Gemini devices. Additionally, residents can order extra devices and channel package upgrades at their own expense. **Do not go to DirecTV.com – that is for residential accounts.** To establish the account, DirecTV also requires an email address ([johndoe@gmail.com](mailto:johndoe@gmail.com)) to establish your DirecTV login and password. **It is important to not use the same email address used on the AT&T account or with any previous DirecTV account. Be sure to record this login and password**



**information on the Help Page attached.** The devices will be mailed directly to your door in 2-3 days.

**4. DirecTV Installation:** A self-install instruction booklet is located inside each device box mailed to you and is user friendly. Please save the booklet. Visit <https://www.directv.com/TV> for welcome helpful videos and support. Help is available by calling 800-622-0119. Additionally, each floor has a volunteer TV Ambassador available to assist if you are having difficulty or have questions. A list of the Ambassadors is located with the community manager and is posted in the Mail Room.

**5. Google Assistant with DirecTV OPTIONAL:** Unlock the full potential of Google Assistant by signing in during installation. To access connected devices, get personalized responses and much more. To make the most of this service, it requires a Google Account/Gmail Address for entry. Your DirecTV Ambassador can discuss this with you.

### **Account Management**

**AT&T Account Management:** There are four options:

1. Download the “Smart Home Manager” App on your smartphone to manage your internet connection.
2. Download from Google Play or App Store the MyATT App.
3. Go online to ATT.com and in the upper right corner click on MyATT.
4. Call 866-299-6824 press 1 and verify that you are speaking with “Connected Community Services”.

**DirecTV Account Management:** As of August 2021. DIRECTV is an independent company from AT&T.

1. Option 1. Log in to <https://www.directv.com/support/stream>.
2. Option 2. Call 800-622-0119

We hope this information helps you onboard smoothly with your AT&T Internet and DirecTV television streaming services. Should you have any further questions or require assistance, please feel free to reach out to our community management. Enjoy your new services!



## AT&T and DirecTV Account Information Help Sheet

As you collect the following information, please record it for future reference.  
**Remember passwords are case sensitive.**

### **From AT&T phone call (866-299-6924 press 1):**

AT&T Email \_\_\_\_\_

AT&T Account Number \_\_\_\_\_

AT&T Password \_\_\_\_\_

AT&T Pin \_\_\_\_\_

### **From DirecTV – <http://www.directv.com/mycommunity>**

DirecTV User ID \_\_\_\_\_

DirecTV Password \_\_\_\_\_

DirecTV Account Number \_\_\_\_\_

### **From Modem Install:**

Wi-Fi Network Name \_\_\_\_\_

Wi-Fi Password \_\_\_\_\_

### **Needed during DirecTV receiver (box) install:**

Google Assistant Gmail \_\_\_\_\_

Google Assistant Gmail Password \_\_\_\_\_

NOTE: If you have additional TV's and they are Smart TVs, a DirecTV receiver (box) is not required. Your regular remote, however, may not have all the functionality of the DirecTV remote.