Broadband at Bostaden



Bostaden
För ett bättre Umeå

Choose the broadband that suits you best

Most of Bostaden's apartments are connected to Bostnet, Bostaden's open network. This means that several providers offer their services through our broadband network, and you can choose the provider that suits you best. Choose and order today!

This is how you do it:

1. Connect a network cable between your computer and the broadband outlet in the wall.
- Network cables are available in stores that sell computer accessories.
- Does your computer not have a network cable port? See the next page: 'My computer doesn't have a network cable port. What should I do?

2. Start/restart the computer.

3. Open a web browser.
- Our portal opens automatically. You can use any web browser you like, for example Chrome, Edge, or Safari.
- If the portal doesn't open, don't worry. On the next page you'll find a step-by-step guide under "The portal doesn't open. What should I do?". Follow the instructions and then surf to bostnet.se.

4. Choose a subscription that suits you!
- Through the portal, you can read more about current services, providers, terms, and prices.

5. Order broadband.
- To order services, follow the on-screen instructions.
- First, create a user account.
- Then choose a subscription or service.
- When placing your order, you need to be in the apartment where the subscription will be connected.
- Afterwards, you can log in to the portal to view the services you've chosen and manage your orders.

6. Surf!

To order the service via Bostnet.se, your computer must be connected to the data outlet in the apartment.

Do you want to order a service over 100 Mbit/s?

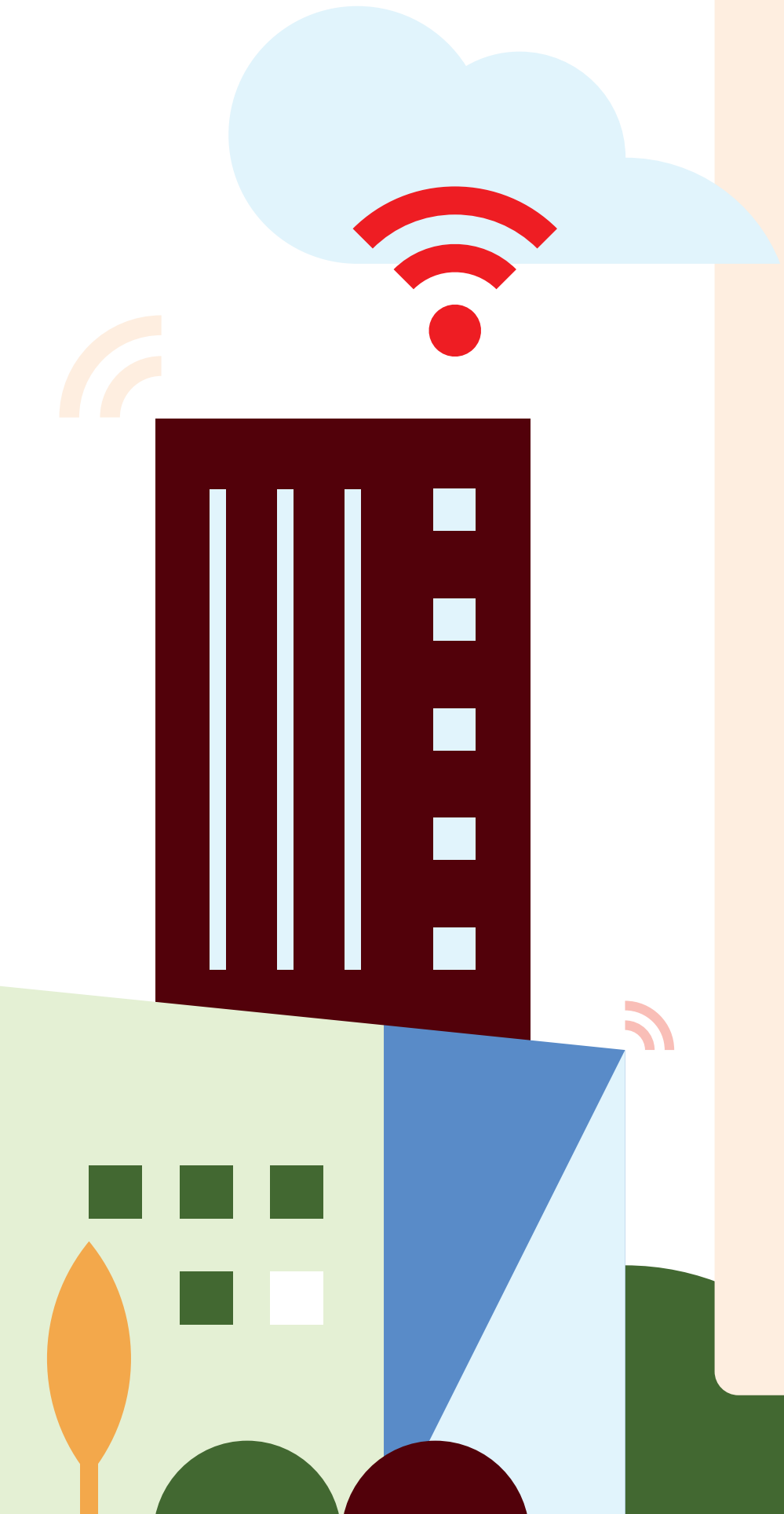
Our service providers offer speeds of up to 1 Gbit/s. If you order a service with a speed over 100 Mbit/s, your computer and any router must support a capacity of 1 Gbit/s to achieve speeds over 100 Mbit/s in both directions.

View all available broadband options in our portal Bostnet

To place an order, follow the instructions 'Here's how to do it' on this page.

Bostnet

bostnet.se



Troubleshooting

The portal doesn't open. What should I do?

Usually, you don't need to change any settings on your computer. All versions of Windows are preconfigured to connect to the Internet. If it still doesn't work, you can try the following:

Check your network settings

- Make sure your computer is set to obtain an IP address and DNS automatically (DHCP).
- Not sure? First, check the instructions for your computer, or contact your retailer if you need help with these settings.
- You can also contact our support; see contact details on the next page.

My computer doesn't have a network cable port. What should I do?

We primarily recommend connecting your computer with a network cable directly to the outlet when placing your order. If you want to use Wi-Fi, you will need a Wi-Fi router and can try the following options:

1.Connect via Wi-Fi router

- Connect your Wi-Fi router to the network outlet, then connect your computer to the router wirelessly.
- Make sure you are connected to your own router and follow the instructions on the previous page.
- The routers should be set to DHCP (automatic assignment of IP address and DNS).

2. Contact the provider directly

- Most services can be ordered by contacting the desired provider in Bostnet. Contact details are available at bostnet.se.

Support. Who answers questions and concerns?

Are you having problems with your subscription?

- Contact the service provider you have chosen..

Problems with your computer?

- Contact the company where you bought your computer.

Are you having problems with your user account on our portal or with accessing bostnet.se?

- Contact our support.
- Call 090-17 77 17 or email support@bostnet.se.



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