



Frontier has recently partnered with Amazon to provide their new and existing (upgrade) customers with the above Eero Wi-Fi system

We have discovered that customers who have been issued this new network setup are unable to reach our website's single sign-on service when attempting to log into their SPC account

(Students & Staff receive 'Bad Page Request', blank pages, access error messages)

Customers must allow our websites through the Eero device by using the Eero App found in the AppStore (Apple) or Google Play (Android) in order to reach our website

You can visit their [Help Center](#) or call their support line: 877-659-2347

The following steps must be performed to allow our websites:

<https://www.spcollege.edu>

<http://www.spcollege.edu>

https://support.eero.com/hc/en-us/articles/360045634132-Block-Allow-Websites#h_01EQETAT0WXZTWHNATXVXC86KM

There are **TWO ALIASES** that are legitimately SPC. Allowing these through will not harm the user's network.

Spcwww.trafficmanager.net

Dssaz.spcollege.edu

(or possibly, Dssdo.spcollege.edu)

** (WWW goes to our Azure network traffic manager, which is a cloud load balancer. The traffic manager sends the request to either DSSAZ or DSSDO to validate accounts and permissions)

**This issue is not exclusively Frontier, although most of the issues have been with Frontier customers. We have noticed that customers with other ISPs such as Spectrum and who have separately bought and added this same Eero device are also having trouble reaching our website