Instructions for families
How to get connected from Comcast
Comcast Internet Essentials

What is it?

• In home high speed Internet
• City Schools will cover the monthly service charge until September 30, 2021.
• No equipment costs, a router is provided to you while you have service.
• Choose either the self installation kit or request a technician to visit your home and complete the installation at no cost.

$9.95 Per Month + Tax
25 Mbps
No Term Contract
No Credit Check
In-Home WiFi

Apply Now
Can I get service from Comcast?

Comcast Requirements

• Qualify for programs like the National School Lunch Program, housing assistance, Medicaid, SNAP, SSI, and others
• Live in an area where Comcast Internet service is available (some locations in Baltimore are not serviced by Comcast)
• Households who owe money to Comcast still qualify.

City Schools

• Have at least one child enrolled within City Schools.
• Lack access to fixed high speed Internet (you do not have Verizon FIOS, Comcast Xfinity or other similar services).
• If you have 1 or 2 children enrolled with City Schools and you obtained a hotspot from City Schools, your family is ineligible.
• If you have 3 or more children enrolled with City Schools and have a hotspot, you are eligible.
Obtaining Service

Please specify how I can get service

1. DETERMINE IF YOUR ELIGIBLE 01
Check to verify if your family is eligible based upon Comcast & City Schools criteria.

2. OBTAIN A SPONSOR CODE 02
Get a sponsor code from city schools by logging into the parent portal.

3. CONTACT COMCAST 03
Connect with Comcast by either calling them or visiting their website to give them your code.

A detailed set of instructions is attached that will guide you through all three steps in the process. Should you have any questions or concerns, please contact either your Community School Coordinator or School Secretary for assistance.
Do you have a Campus Parent Portal account setup with City Schools?

YES

Login to your parent portal account either from the website address below the screenshot or via the app if you have it installed on your phone.

https://tinyurl.com/campusportal2020

NO

Please go to page 5 for instructions on how to quickly setup your account

STEP 1

STEP 2

Check the announcements to see if the link to Comcast Internet Essentials is available or click on more.
Correction to Step 3 for Families

Please select academic Progress
STEP 4

On the left hand side, click on the Comcast Application Link

Families that are sponsored by City Schools will automatically see this page

Families that are sponsored by other organizations will be directed to this page

STEP 5.A

STEP 5.B

Please visit the next page for instructions on steps 5.A and 5.B
STEP 5.B

Locate the school in which your child attends and contact the Community Coordinator directly to obtain the sponsor code. Please be certain to **read the instructions at the bottom.**

STEP 5.A

Please **read** all of the **criteria** before completing the form. **Fill out the form** if you meet the criteria to obtain a sponsor code from City Schools.

STEP 6

Write down a copy of your Comcast Code. Follow the instructions if you are an **existing customer** or you are a **new customer** to activate your code. All new customers must complete a short application with Comcast. For both, you may contact Comcast directly.

Comcast Internet Essential customer service: 844-963-0178
Creating your Parent Portal Account

**STEP 1**
Click on **New User** to direct you to the page in which you will quickly setup your Parent Portal Account.

[Image of Campus Parent login screen]

https://tinyurl.com/campusportal2020

**STEP 2**
Please complete the following form and then click on **Get Access Code** (this will be sent to your mobile number).

[Image of new account creation form]
Creating your Parent Portal Account (page 2)

**STEP 3**

A **text message** should have been sent to your mobile phone with a **temporary code**. Please enter the code and then click on **Verify Code**.

**STEP 4**

The system will create your account and show you your username (write this down). **Click** on the **Click Here** link and enter your username.

**STEP 5**

An email has been sent to your email address which contains a link to reset your username and password (wait about 5 minutes for it to arrive). Click on the link in the email and create a **unique password** (write it down) and then submit. Your Done! Please go back to page 2 to finish the Comcast Internet Essential Application for the promo code.