

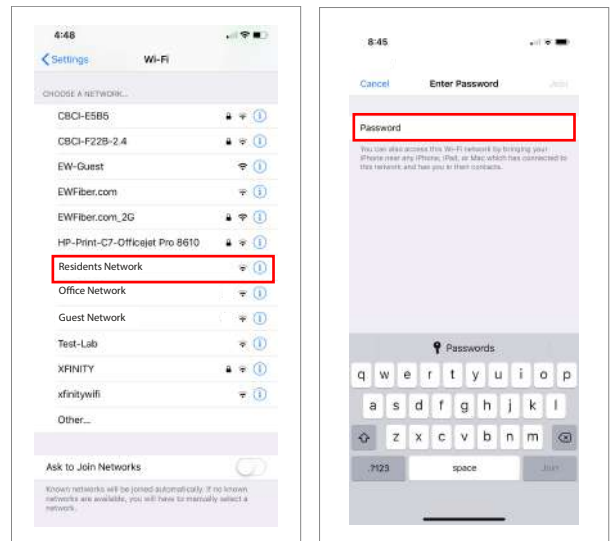
How does the Wi-Fi work?

It's like having your own wireless router. You can share files and services between connected devices or printers. Each user account has its own PAN (Personal Area Network), which secures you and your devices from other residents in the community. The PAN operates anywhere in the building, which allows you to work on a laptop in a friend's room but print to a printer in your room. Keep in mind, you will not be able to use other wireless routers with your service. Attempting to use other routers could cause your account to be locked out.

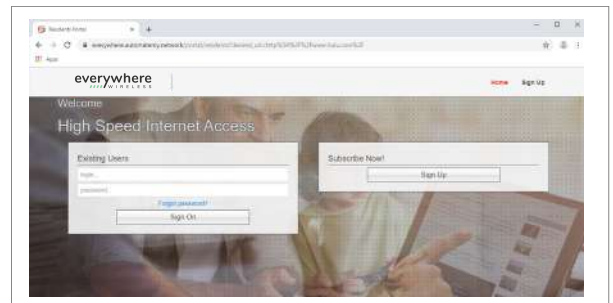
How do I add a device to the network?

1. Open the Wi-Fi connection list on your device and find the network name for your property and enter the password when prompted.

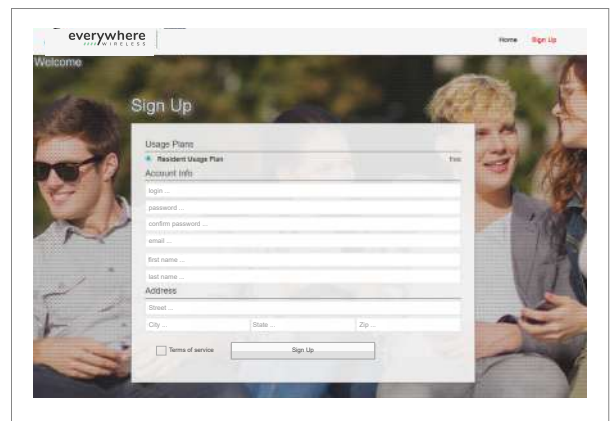
Please contact your Property Manager for your Resident Network name and password.



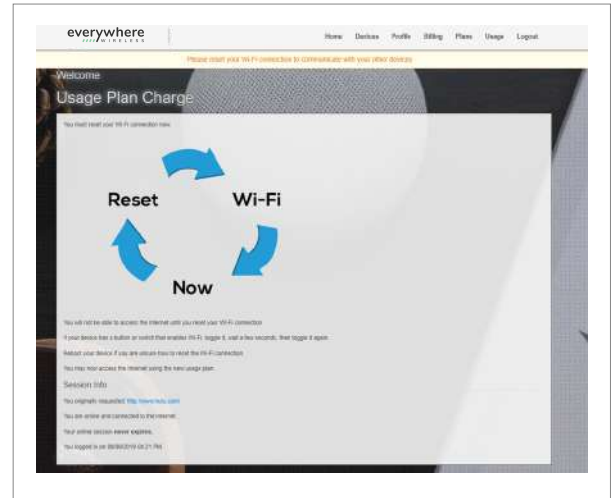
2. After connecting to the **Resident Network**, your device will open a browser and ask you to sign on or sign up. If your device does not open a browser after a few seconds, you can open a browser such as Chrome or Safari manually, which will take you to the login screen.



3. The first time you visit this page you will need to sign up by completing the form on the page. After that initial sign up, you can use the credentials you created to add other devices.



5. Once you have signed up, you will be prompted to reset your Wi-Fi connection.
6. Enjoy your internet connection.

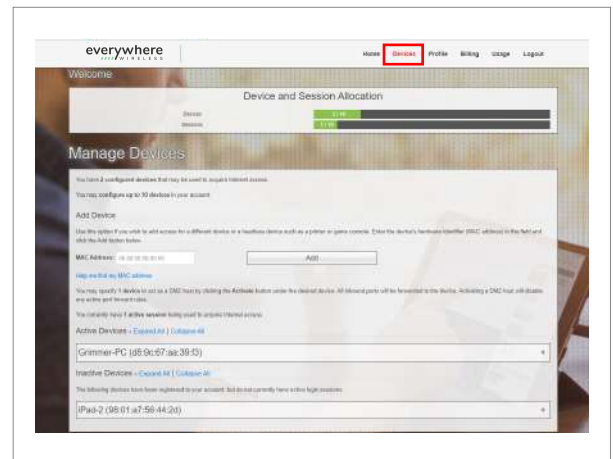


How do I add a device that has no browser such as printers, Roku devices, etc?

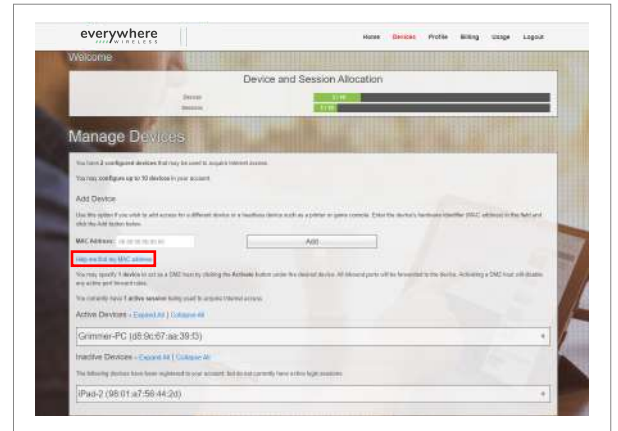
1. Open a browser, such as Chrome or Safari, on a device already connected to the network and enter **wi-fi** into the address bar.



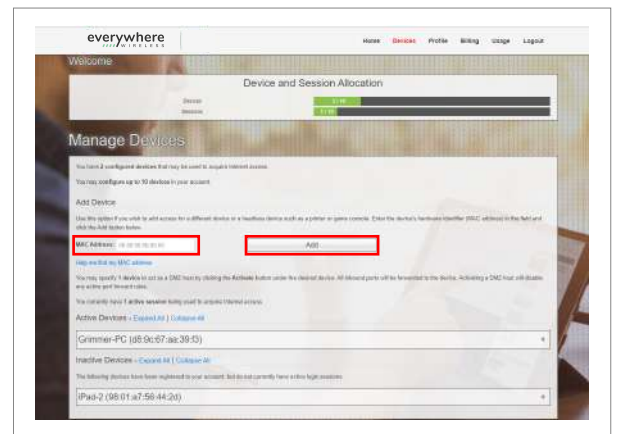
2. At the top of the page, click on the **Devices** tab, which will list all devices on your PAN and allow you to add devices manually.



3. You will need to locate the MAC address from the device you want to connect. Devices with screens will usually have the MAC address on an info or about screen in settings. Devices without screens typically have a label with the MAC address. You can also click the [Help me find my MAC address](#) link on the **Devices** tab for assistance locating your MAC address.

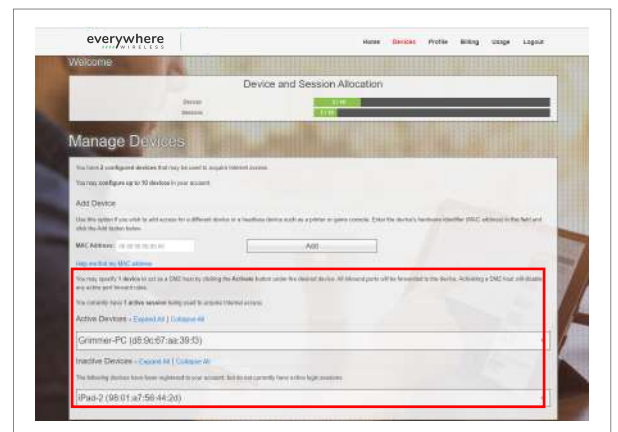


4. Enter the MAC address for your device under the **Add Device** section on the **Devices** tab and click the **Add** button.



5. Any device added should appear on the device list.

6. Enjoy your internet connection on the added device.



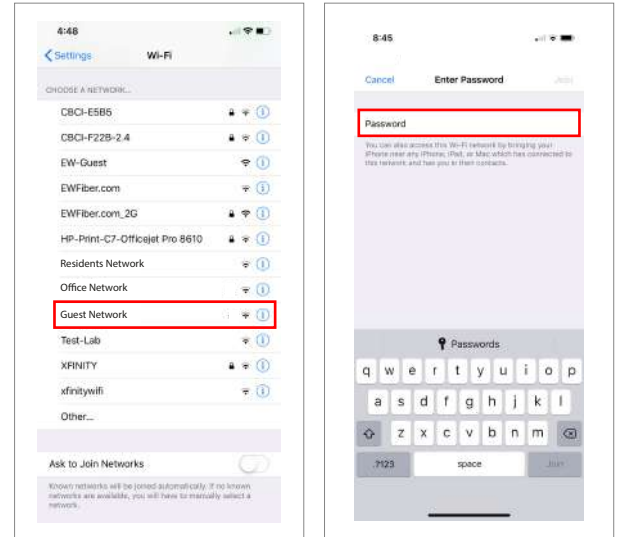
Should a guest use my account for access?

It is recommended that guests connect to the Guest network and setup their own Guest account. You can share your user account with someone you trust, but note that any abuse of the network will reflect on your account.

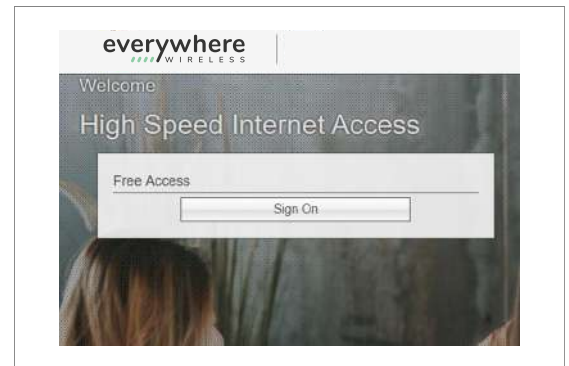
How do Guests connect to the network?

1. Open the Wi-Fi connection list on your device and find the **Guest Network** name for your property. Click on the network name to connect and enter the password.

Please contact your Property Manager for your Guest Network name and password.



2. After connecting to the **Guest Network**, your device will open a browser and ask you to sign on. If your device does not open a browser after a few seconds, you can open a browser such as Chrome or Safari manually, which will take you to the sign on screen.



3. Click the **Sign On** button and enjoy your Internet connection.

