

xfinity

Managed WiFi Property Manager Portal

Training Guide

COMCAST

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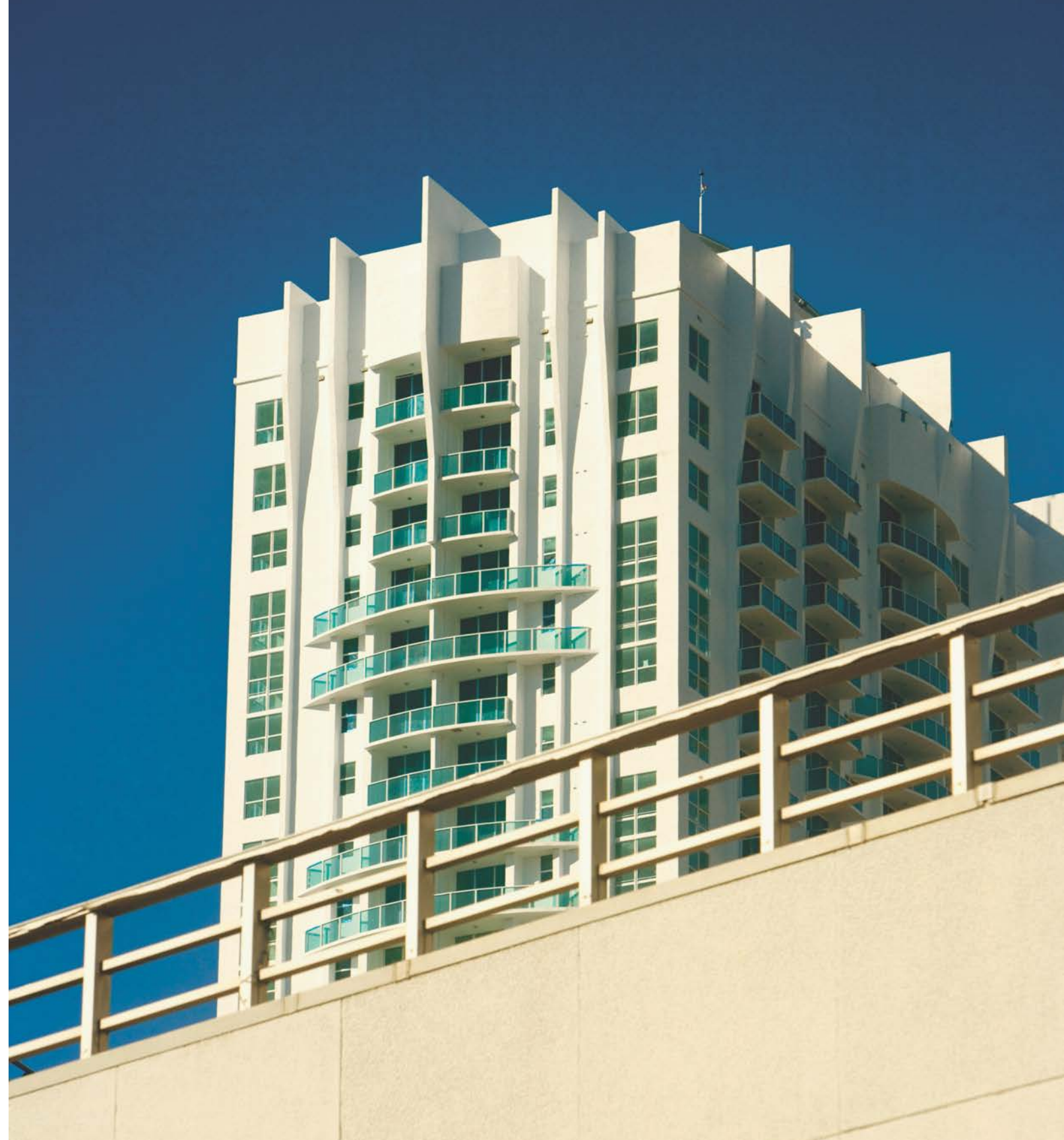
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Overview

The **Managed WiFi Property Manager Portal** is your easy-to-use one-stop shop for managing your community's WiFi service. From adding a resident to keeping their information up to date, this guide will get you up and running.

Remember that all residents must be entered into the portal to gain access to the WiFi, either manually or in high-volume batches (via an Excel file uploaded to our SharePoint).



Accessing the Portal

1. Go to **managedwifi.xfinity.com** on your desktop, using your preferred web browser.
2. Log in using your email address and the password provided by your Community Account Representative or Xfinity Support rep.

*If you forget your password, just request a reset by clicking on the **Forgot Password?** link on the login screen.*



The login screen features the Xfinity logo at the top. Below it, a message reads "Welcome to Xfinity Communities. Please log in." There are two input fields: the first contains the email address "superadmin@cq" and the second contains a masked password "*****". A link labeled "Forgot Password?" is positioned below the password field. At the bottom, there is a blue "Login" button.



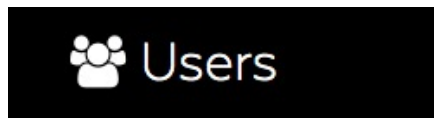
The "Forgot Your Password?" screen displays the Xfinity logo at the top. The heading "Forgot Your Password?" is followed by the instruction "Submit your email for reset instructions." Below this is a text input field labeled "Email". At the bottom, there is a "Submit Email" button and a smaller link labeled "« Cancel".

01.

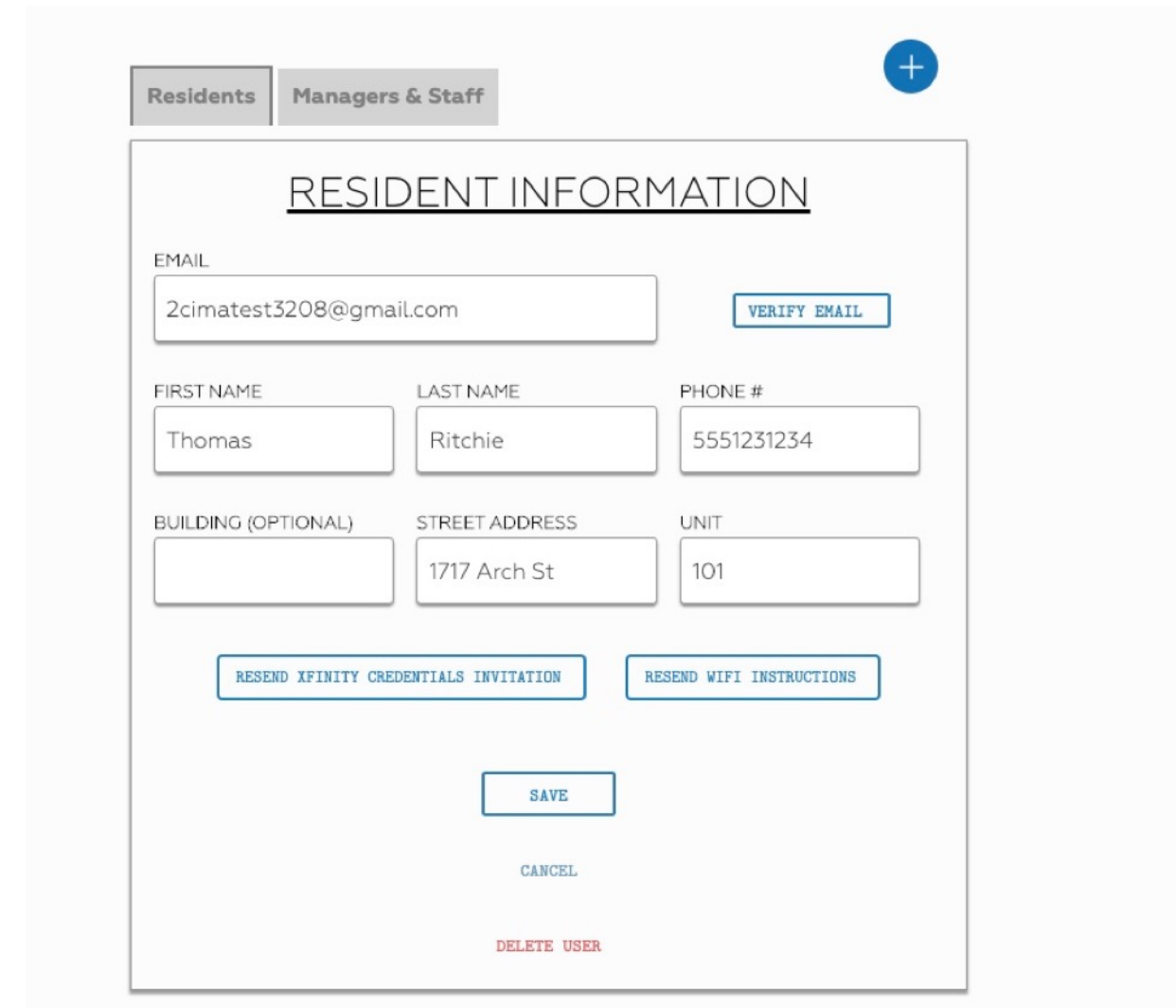
Adding a Resident

Adding a Resident to the Portal

1. Go to the **Users** tab on the side navigation bar.



2. Click on the  icon to add a new resident.
3. Fill in the resident's information in the fields provided.
4. Click **Save** at the bottom of the form.
5. The resident will be sent an invitation via email to join the WiFi networks.

A screenshot of the 'RESIDENT INFORMATION' form. The form is titled 'RESIDENT INFORMATION' and has two tabs: 'Residents' (selected) and 'Managers & Staff'. A blue plus icon is in the top right corner. The form contains several input fields: 'EMAIL' (2cimatest3208@gmail.com), 'FIRST NAME' (Thomas), 'LAST NAME' (Ritchie), 'PHONE #' (5551231234), 'BUILDING (OPTIONAL)' (empty), 'STREET ADDRESS' (1717 Arch St), and 'UNIT' (101). There are three buttons: 'VERIFY EMAIL' (top right), 'RESEND XFINITY CREDENTIALS INVITATION' (bottom left), and 'RESEND WIFI INSTRUCTIONS' (bottom right). At the bottom center, there are three more buttons: 'SAVE' (blue), 'CANCEL' (light blue), and 'DELETE USER' (red).

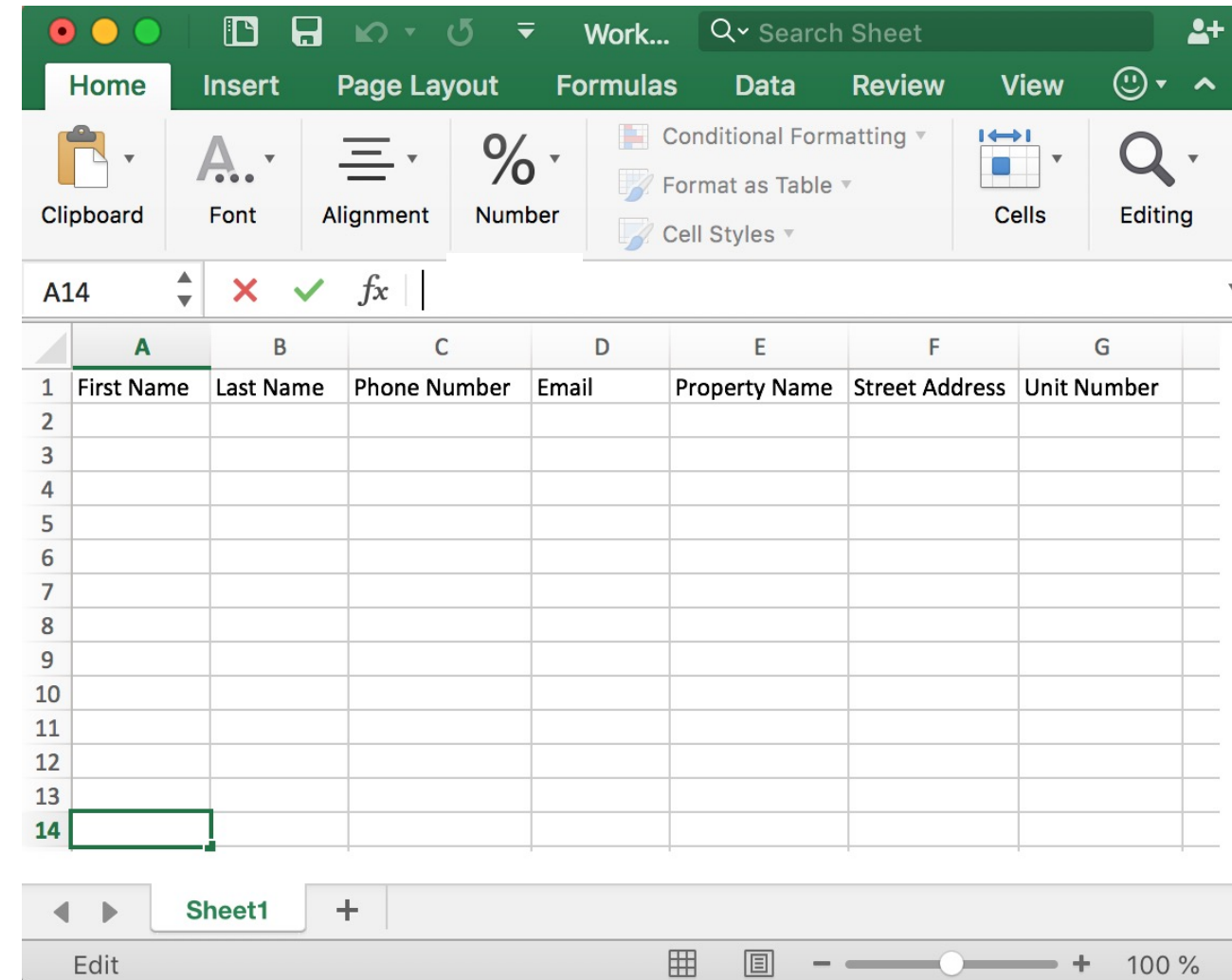
Adding Multiple Residents at Once

We make it easy to grant multiple residents access to your WiFi, rather than manually entering them one by one.

1. Create an Excel spreadsheet. For each resident, include columns for their: First Name, Last Name, Phone Number, Email, Property Name, Street Address and Unit Number.
2. Password-protect your file. To do this, select **File > Info**. Select the **Protect Workbook** box, choose **Encrypt with Password** and follow the prompts. Upload the file to our SharePoint.
3. Send a separate email to the Xfinity Support team with the password of your file: **xcsupport@comcast.com**

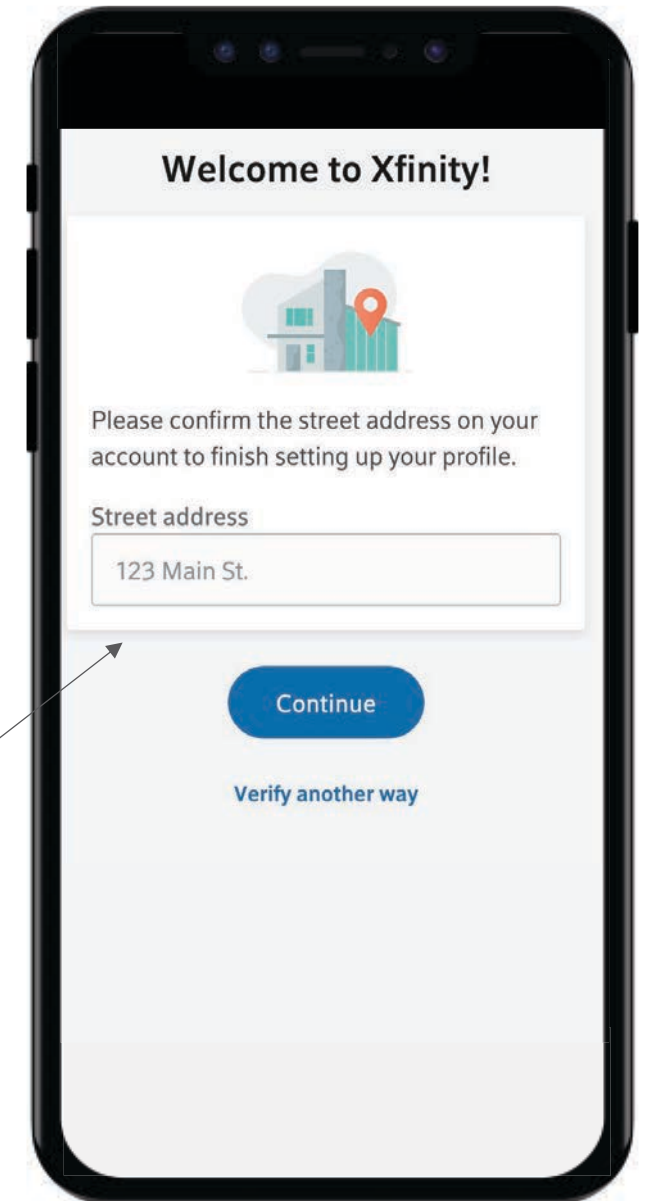
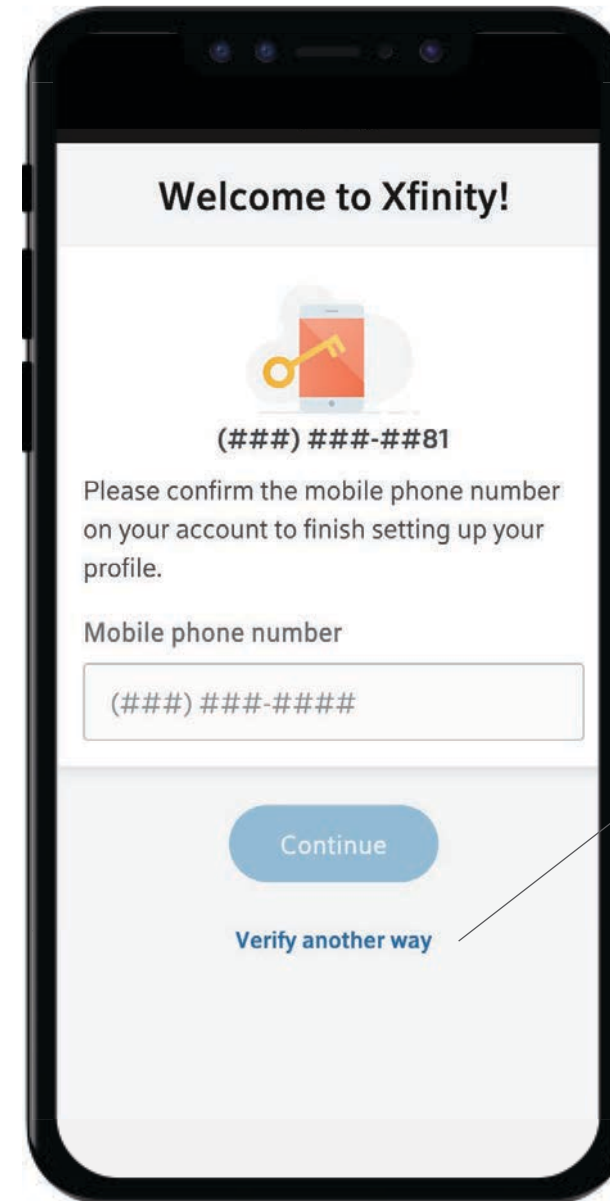
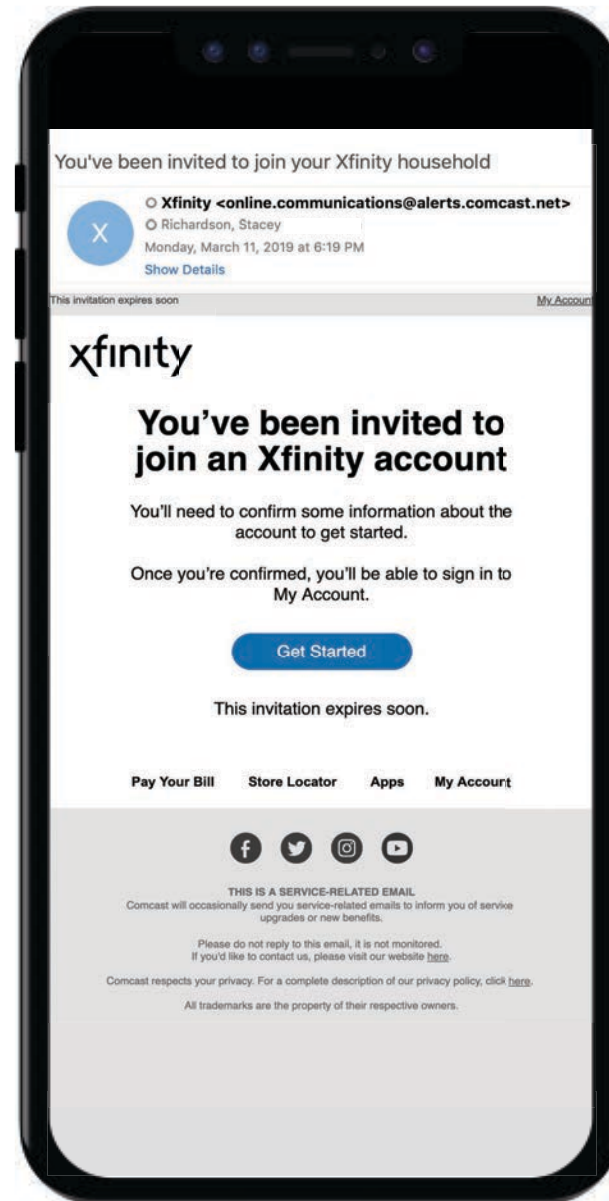
Once you've filled in your residents' information and clicked **Save**, we'll send an email to each resident at the email address provided.

An exported Excel file from your resident management system is also acceptable. Just upload it to our SharePoint!



Residents: The Xfinity Invite Email

- The resident just needs to click **Get Started** to set up their Xfinity credentials.
 - They have 7 days to set up their credentials before this link expires.
- The resident must verify their contact information that the property has on file before creating their Xfinity credentials.
- If the resident does not have a mobile phone number, the resident can **verify another way** using the community's address.

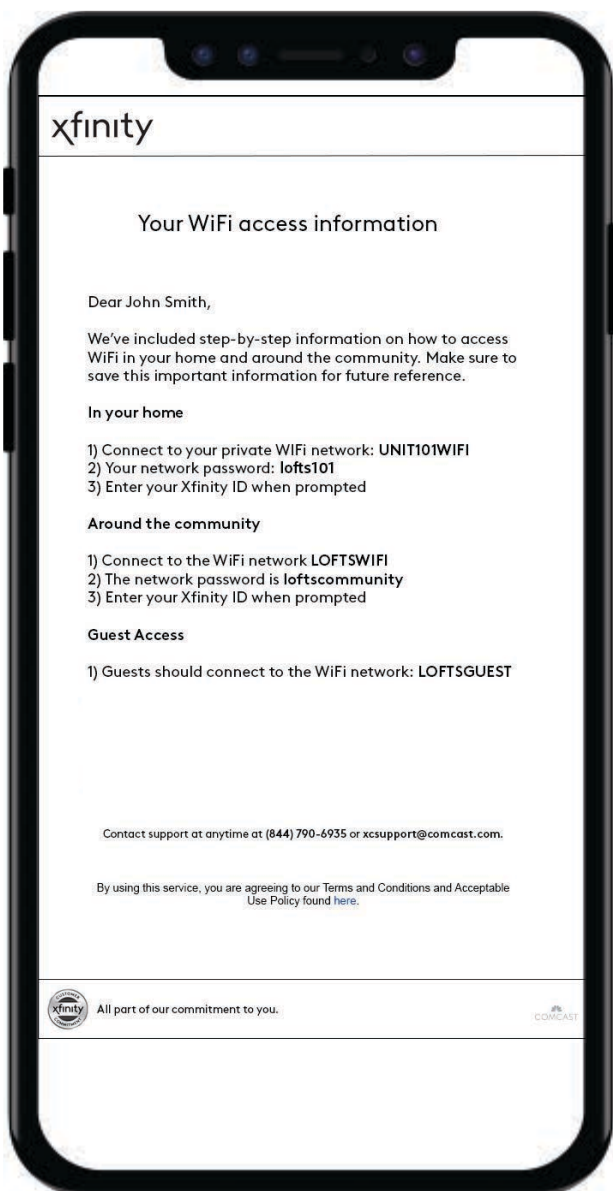
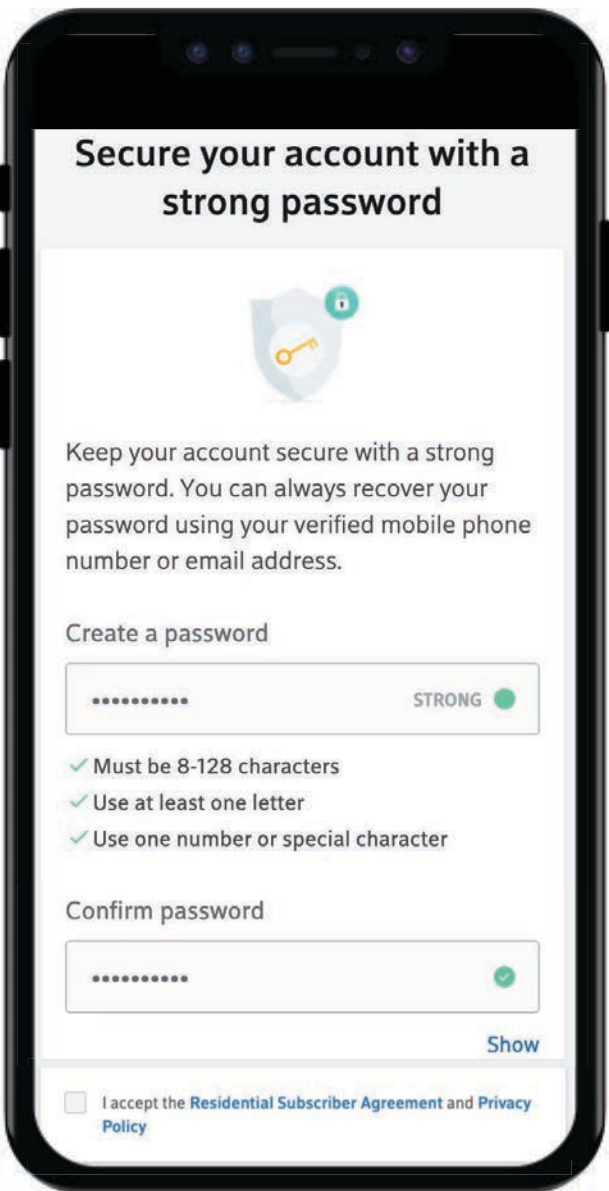
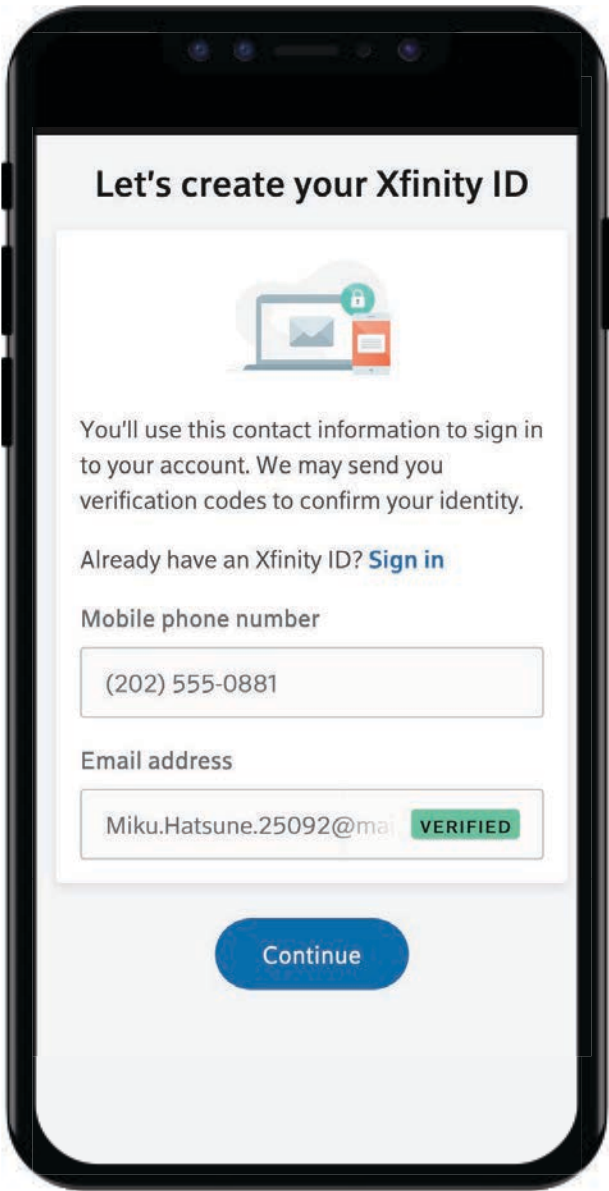


Residents: Creating Their Credentials

For residents:

1. Confirm your contact information.
2. Create a password.

3. After the confirmation screen, be on the lookout for a second email with your new WiFi credentials.



Off-Campus Properties: Connecting a New Device

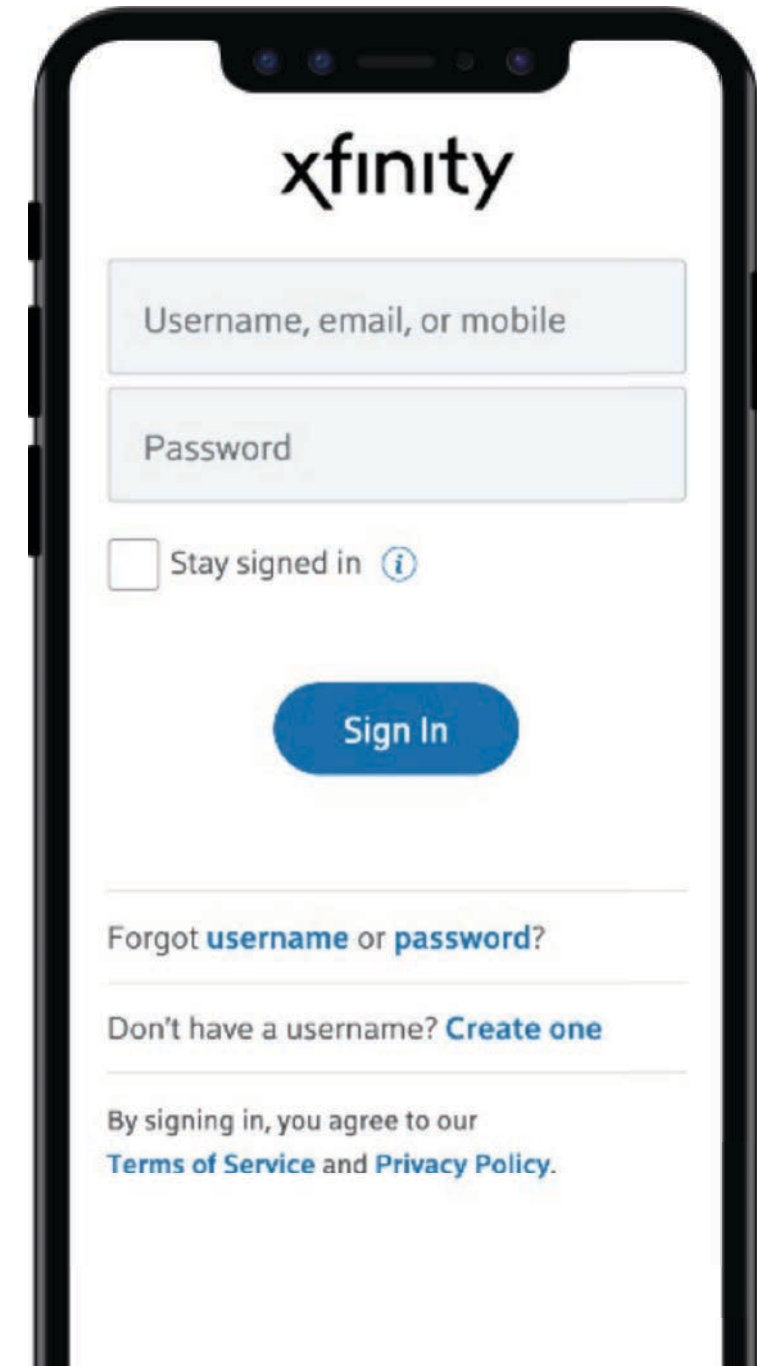
These steps indicate how wireless devices can be connected to the WiFi network – including printers, smart TVs and smart home devices.

How student residents can connect their devices:

1. From their computer, smartphone or tablet, go to **devicemanager.xfinity.com** and follow the prompts.
2. On the device they're adding, residents can select the WiFi network for their apartment.
3. Authenticate with their Xfinity credentials.

This is only a one-time authentication for each new device.

Property staff can connect devices by calling the XMS Support team at **844-790-6935** or emailing **xcsupport@comcast.com**, and providing the MAC address of the device they wish to add to the community network.



02.

Managing Your Residents

Editing Resident Information

- 1. Click on the pencil  icon beside the resident's entry.
- 2. Update the resident's email address, name, phone number, street address or unit number as needed.
- 3. Click the **Save** button at the bottom of the form.

Residents

Managers & Staff

+

Search Residents

Search

Sort by: Building & Unit

Show: All Users

	Delete ME	1 - 100	
	tes we	1 - 101	
	Newer resident	101 - 1	
	cody test	101 - 101	
	Alex AccessibilityTest	101 Old Town	
	testedtwo changestwo	101NewTown	
	Thomas Ritchie	1717 Arch St - 101	

Removing Residents

- When a resident moves out, it is imperative that you delete them from the portal. The active users in the system cannot exceed your property's bed count.
 - To delete a resident, just click on the pencil  icon and click **Delete User** at the bottom of the form.
 - Xfinity Support can help delete multiple residents at once if you upload an updated Excel file of all active residents to the SharePoint.
- See page 7 for more details on information to include within the Excel file.

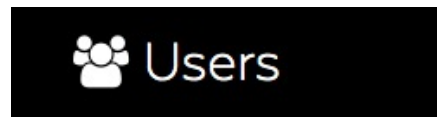


The screenshot shows a web interface for managing residents. At the top, there are two tabs: 'Residents' (selected) and 'Managers & Staff'. A blue circular button with a plus sign is in the top right corner. The main form is titled 'RESIDENT INFORMATION'. It contains several input fields: 'EMAIL' (with the value '2cimatest3208@gmail.com'), 'FIRST NAME' (with the value 'Thomas'), 'LAST NAME' (with the value 'Ritchie'), 'PHONE #' (with the value '5551231234'), 'BUILDING (OPTIONAL)' (empty), 'STREET ADDRESS' (with the value '1717 Arch St'), and 'UNIT' (with the value '101'). There are three buttons in the top right: 'VERIFY EMAIL', 'RESEND XFINITY CREDENTIALS INVITATION', and 'RESEND WIFI INSTRUCTIONS'. At the bottom, there are three buttons: 'SAVE', 'CANCEL', and 'DELETE USER'.

Resending the Xfinity Invite Email

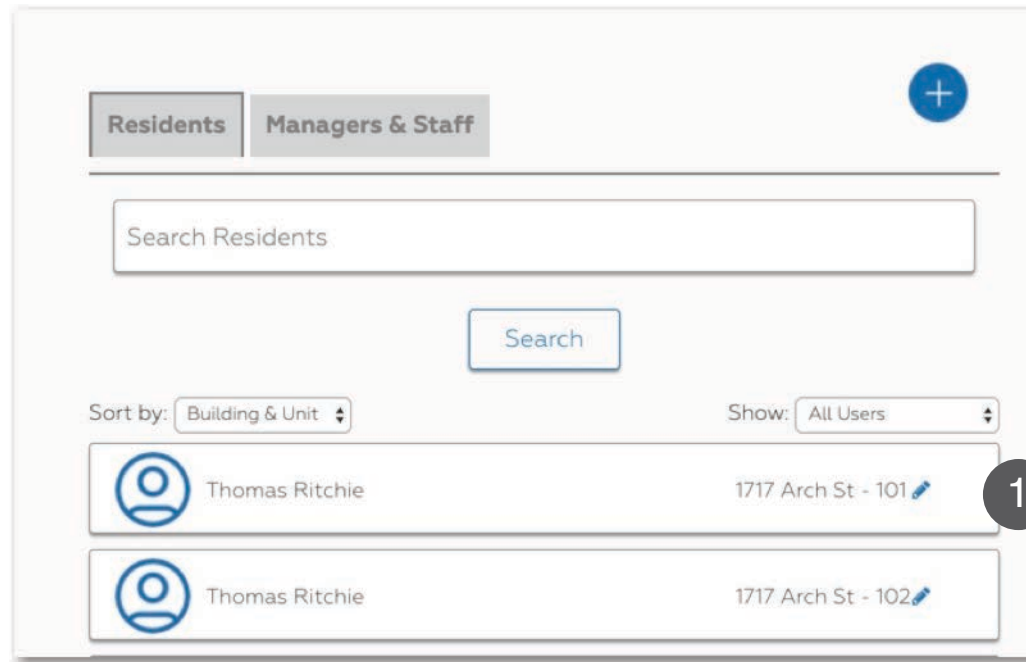
If a resident didn't receive the email invitation to create their credentials:

1. Go to the Users tab.



2. Click on the pencil  icon to edit the user.
3. Enter their email address in the field provided and click **Verify Email**.
4. Click **Resend Xfinity Credentials Invitation**.

Allow up to 24 hours for the welcome email to be sent.

The interface shows a "Residents" tab selected. Below it is a search bar labeled "Search Residents" and a "Search" button. There are two dropdown menus: "Sort by: Building & Unit" and "Show: All Users". A list of residents is shown below, with two entries for "Thomas Ritchie" at "1717 Arch St - 101" and "1717 Arch St - 102". Each entry has a pencil icon to its right, indicating it can be edited. A blue plus icon is in the top right corner.

Residents Managers & Staff

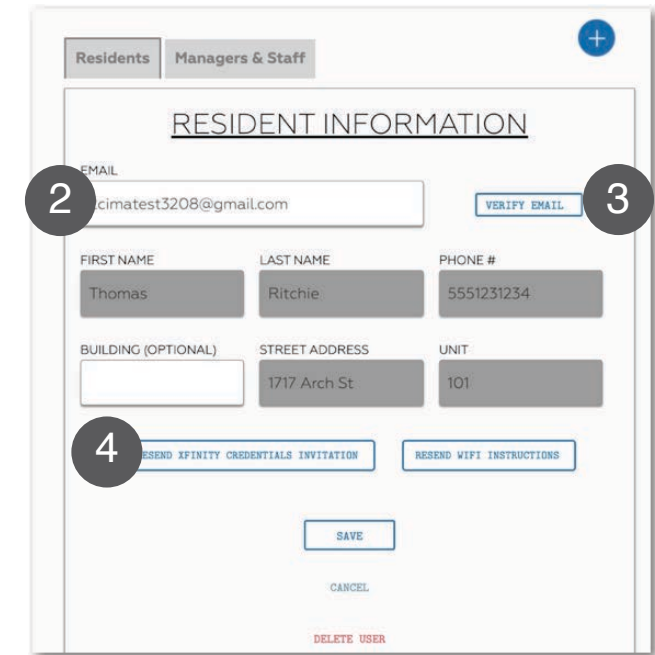
Search Residents

Search

Sort by: Building & Unit Show: All Users

Thomas Ritchie 1717 Arch St - 101

Thomas Ritchie 1717 Arch St - 102

The form is titled "RESIDENT INFORMATION". It has two tabs: "Residents" and "Managers & Staff". The "Residents" tab is selected. The form contains fields for "EMAIL" (with a "VERIFY EMAIL" button), "FIRST NAME" (Thomas), "LAST NAME" (Ritchie), "PHONE #" (5551231234), "BUILDING (OPTIONAL)", "STREET ADDRESS" (1717 Arch St), and "UNIT" (101). At the bottom, there are buttons for "RESEND XFINITY CREDENTIALS INVITATION" (labeled 4), "RESEND WIFI INSTRUCTIONS", "SAVE", "CANCEL", and "DELETE USER". A blue plus icon is in the top right corner.

Residents Managers & Staff

RESIDENT INFORMATION

EMAIL cimatest3208@gmail.com VERIFY EMAIL

FIRST NAME Thomas LAST NAME Ritchie PHONE # 5551231234

BUILDING (OPTIONAL) STREET ADDRESS 1717 Arch St UNIT 101

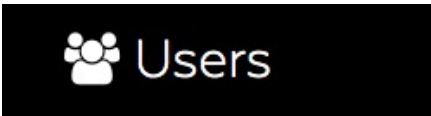
RESEND XFINITY CREDENTIALS INVITATION RESEND WIFI INSTRUCTIONS

SAVE CANCEL DELETE USER

Resending the WiFi Connection Instructions

If a resident didn't receive the second email with connection instructions:

- 1. Go to the Users tab.



- 2. Click on the pencil icon to edit the user.
- 3. Click Resend WiFi Instructions.

Residents must create Xfinity credentials before receiving connection instructions.

A screenshot of the "Users" tab in a web application. At the top, there are two tabs: "Residents" (selected) and "Managers & Staff". Below the tabs is a search bar labeled "Search Residents" and a "Search" button. There are also "Sort by: Building & Unit" and "Show: All Users" dropdown menus. A list of users is displayed below, with two entries for "Thomas Ritchie" at "1717 Arch St - 101" and "1717 Arch St - 102". Each entry has a pencil icon to its right. A circled "1" is placed over the pencil icon for the first entry.A screenshot of the "Resident Information" form. It shows fields for "EMAIL" (2cimatest3208@gmail.com), "FIRST NAME" (Thomas), "LAST NAME" (Ritchie), "PHONE #" (5551231234), "BUILDING (OPTIONAL)", "STREET ADDRESS" (1717 Arch St), and "UNIT" (101). There are buttons for "VERIFY EMAIL", "RESEND XFINITY CREDENTIALS INVITATION", "RESEND WIFI INSTRUCTIONS", "SAVE", "CANCEL", and "DELETE USER". A circled "2" is placed over the "RESEND WIFI INSTRUCTIONS" button.

03.

Support

Xfinity Support

**Need a little help?
Just reach out.**

Phone: 844-790-6935

Email: xcsupport@comcast.com



xfinity

Thank You