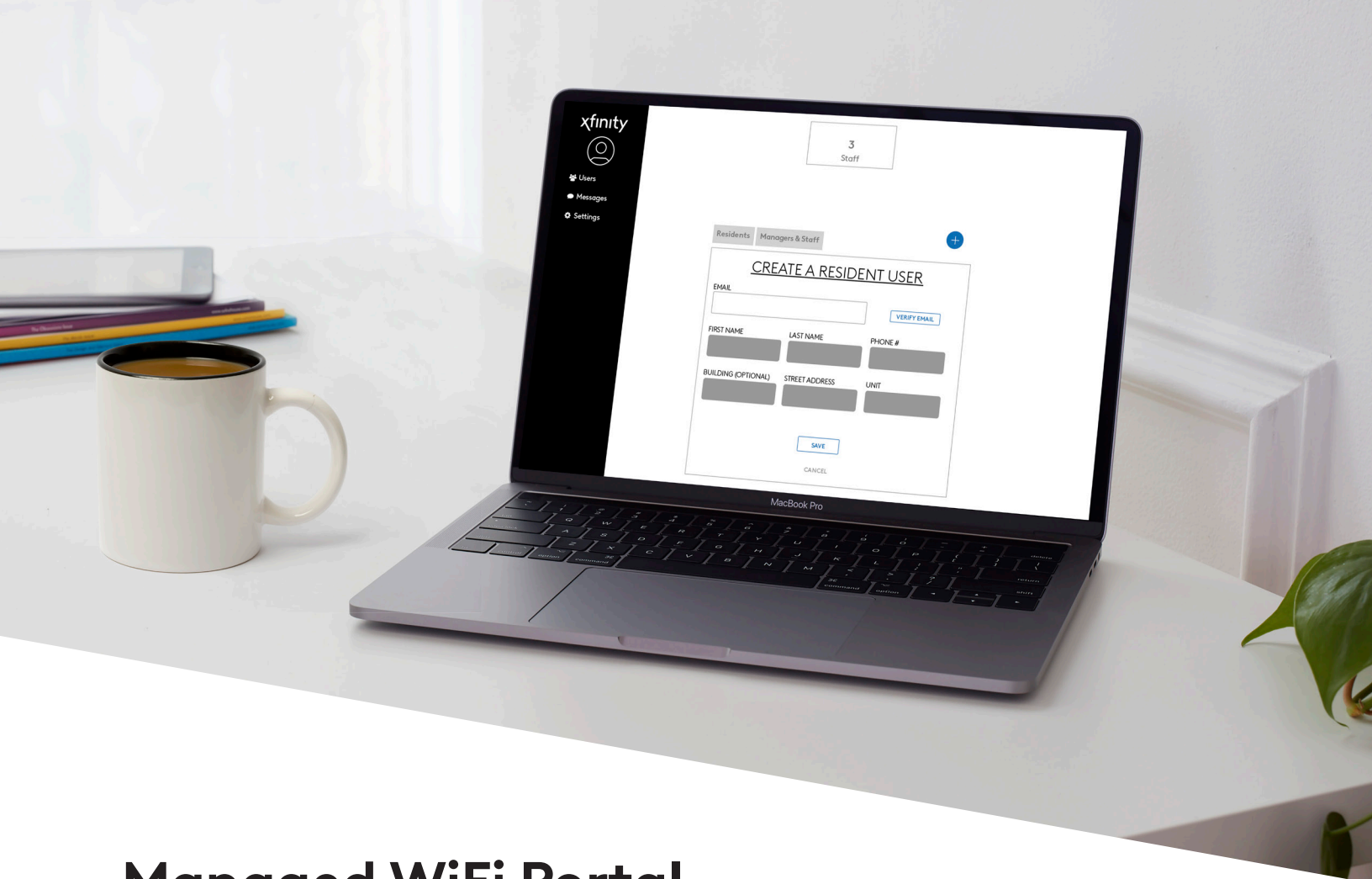




Managed WiFi Portal

Property Management FAQs

Q: How do I reset my login credentials?

A: On the login screen, select **Forgot Password**. Enter your email address and click **Submit**. Then look for an email with instructions for making a new password.

Q: How do I add a new resident?

A: Go to the **Users** tab, then click the  icon. Enter the new resident's information in the fields provided and click **Save**.

Q: How do I add multiple new residents in a large upload?

A: Visit page 7 on the Training Guide for more detailed instructions on multiple-resident upload.

Q: How do I resend a resident welcome email?

A: Navigate to the **Users** tab and click the  icon beside the corresponding resident's name. In the email field, enter their email address and click **Verify Email**. Then click the button to **Resend Xfinity Credentials Invitation**.

Property Management FAQs *(continued)*

Q: How do I change/update a resident's information?

A: Navigate to the **Users** tab and click the  icon beside the corresponding resident's name. Update any of the fields and click **Save**.

Q: What if a resident does not have an email address?

A: All residents in the system must have a valid email address. They'll need to create one in order to utilize our services.

Q: I have a resident who wants to add more devices, but they don't have a screen interface (printer, smart TV, gaming console, etc). Where can I find the MAC address for them to be able to add their devices?

A: The MAC address can be found in a few different places, depending on the type of equipment they're looking to add. We recommend performing a quick Google search to find out where the MAC address is for their specific equipment. If you still can't find it, though, just reach out to our support team at **844-790-6935** and they'll be able to point you in the right direction.

Q: What is the average speed my residents should expect?

A: Speeds vary for each property – check your contract for the speeds subscribed to at your property. Actual speeds vary based on whether a user is over WiFi and the type of device being used.

Q: Can my residents use their own router on the Ethernet port?

A: Yes, residents can use their own routers. Residents can visit mydeviceinfo.xfinity.com for more information on compatible equipment.

Q: Can my residents do anything else with their Xfinity credentials?

A: Yes! They can connect to millions of Xfinity WiFi hotspots nationwide. And if your property has an Xfinity X1 or TV & Streaming package, they can also use the Xfinity Stream app to watch their favorite TV shows and movies anywhere, on any device.

Need help? Please contact us at:

xcsupport@comcast.com

844-790-6935

xfinity
communities

Restrictions apply. Not available in all areas. **TV:** Limited Basic service subscription required to receive other levels of service. Streaming content limited to the U.S. **Internet:** Actual speeds vary and are not guaranteed. For factors affecting speed, visit www.xfinity.com/networkmanagement. Xfinity WiFi hotspots available with Performance Internet and above. Limited access for Performance Starter and below. Available in select areas.