

A woman with long dark hair, wearing a grey sweater, is leaning over a white marble countertop in a kitchen. She is looking down at a tablet computer. On the counter, there is a glass coffee carafe with dark coffee, a white coffee cup on a saucer, and a striped cloth. In the background, there is a white subway tile wall, a window with a black frame showing a city view, and a white stove. The xfinity communities logo is in the top right corner.

xfinity
communities

Connecting your community.

Learn how to manage resident
access to Managed WiFi
and TV & Streaming.

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Welcome to Managed WiFi.

From the living room to the laundry room and everywhere in between — your residents will love being connected in your property.

This handy guide will help you manage resident access and deliver the ultimate connected living experience.



Manage Resident Access

Xfinity makes it easy to manage resident access to the WiFi network at your property — you can process multiple residents at once or individually.

Multiple Resident Management

If your building experiences high volume moves, you can activate or remove resident access during the process of onboarding into our system (and for all future onboards) by taking the following steps:

- 1 Generate an Excel spreadsheet with the below columns and include the following resident information:
 - ☐ First Name
 - ☐ Last Name
 - ☐ Phone
 - ☐ Unit
 - ☐ Email
 - ☐ Property Name, Street Address
- 2 Protect your file with a password.
- 3 Upload the files to our Sharepoint link, which can be provided to you by the Xfinity Support team.
- 4 Send a separate email to **xcsupport@comcast.com** containing the password of your file.

If you have issues with this process, please contact **xcsupport@comcast.com** for assistance.

Note: An exported excel file from your resident management system is acceptable and can be uploaded to the Sharepoint link.



Individual Resident Management

For smaller volume moves, you can use the Managed WiFi Manager Portal to manage resident access.

Move in

Add residents to Xfinity services with the **Add** button. Be sure to include the following details about the resident for onboarding:

- ☐ First Name
- ☐ Last Name
- ☐ Email
- ☐ Phone Number
- ☐ Property Name, Street Address, Unit

Move out

Remove residents from Xfinity services when they move out to disconnect service and open availability for the next resident.

Resident Information Changes

Be sure to keep resident location and contact information up to date.

Manage Property Information

Use the **Settings** page to keep your property information up to date and accurate.

The community details you enter will be used to maintain accurate information about your property for contacting purposes:

- ☐ Property Name
 - ☐ Contact Email
 - ☐ Contact Phone Number
 - ☐ Property's Primary Address
 - ☐ Property's Website
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Manage Staff Access

Managed WiFi isn't just for residents. If you'd like to give staff members access to the network, please contact the Xfinity Support team at **844-790-6935** or email **xcsupport@comcast.com**.

Support

If you or your residents experience any issues with the network, don't hesitate to contact the Xfinity Support team at **844-790-6935** or email **xcsupport@comcast.com**.

We're happy to help you stay connected.

Connecting Your Residents

It's quick and easy for your residents to get online. If they need your assistance, have them follow these steps:

Creating credentials

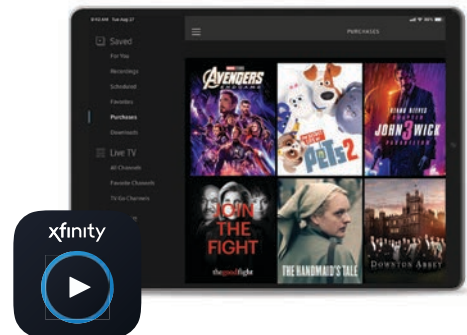
- 1 Find the Xfinity invitation email sent to their on-file email address.
- 2 Click **Get Started** in the email to verify their address and create Xfinity credentials (username and password) for accessing the WiFi.

Connecting to the network

- 1 Once they have their Xfinity credentials, find the email from Xfinity containing network access instructions.
- 2 Select the property's WiFi network in the list of those available and enter the network password.

Better entertainment. Happier residents.

Once connected to the property WiFi, your residents can stream their favorites anytime, on any device. All they need to do is download the Xfinity Stream app and sign in with their Xfinity credentials to watch top networks at home or on the go.



Thanks for choosing Xfinity Communities as your provider!

For more information, visit xfinity.com/xfinitycommunities.

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