

A large, stylized, light blue 'X' logo is positioned on the left side of the slide, spanning most of the vertical height. It has rounded ends and a slight shadow effect.

Xfinity Communities Concierge Portal

Training Guide

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Overview

The **Xfinity Communities Concierge Portal** is your easy-to-use, one-stop shop for managing your community's Xfinity services. From learning how to add 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 property's Xfinity services.



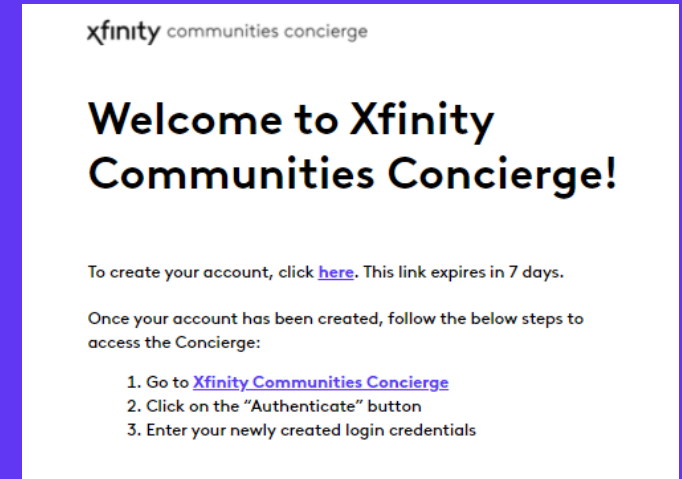
Accessing the Portal

Property managers and staff will receive an email from the Xfinity Communities Concierge Portal prompting them to login after property training. Users should follow the customized guidance in the email in order to successfully onboard.

- If the property staff received an email with a link prompting them to manually create an account, please be aware the link in the email will expire seven days after it's sent.
- There is no expiration timeline for emails without a link prompting the user to create an account. And you can visit the Xfinity Communities Concierge Portal via the link sent to you via email at any time.

The property's organizational admin has the ability to add additional property staff after initial property training and is responsible for removing users that should no longer have access.

Email with expiration



Email with no expiration

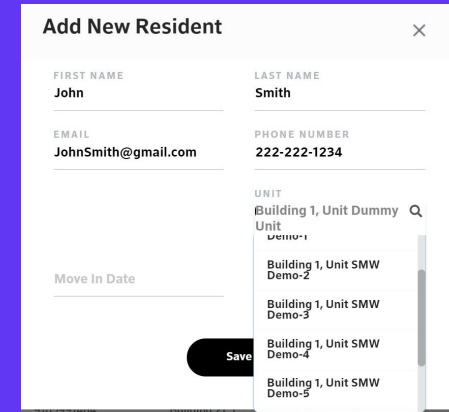


Adding a Resident to the Portal

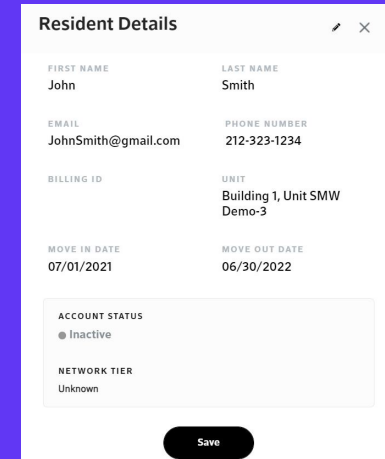
1. From the Property Main Page in the Residents section, and click **Add Resident**.
2. The Resident Details screen will appear. Enter the unit by searching for the building number and selecting the unit from the drop-down list.
3. Enter the resident's first name, last name, email, mobile phone number, and move-in and move-out dates (these dates can be selected from the drop-down calendar). Select **Save**, and a "Resident Saved" message will appear.

NOTE: The first resident entered into a unit will be designated as the primary account holder. Please confirm with your resident if there is a preference. Validate that the resident's information is accurate; these details will be used to create the resident's Xfinity account. If your property houses primarily student residents, each resident added will be designated as the primary account holder.

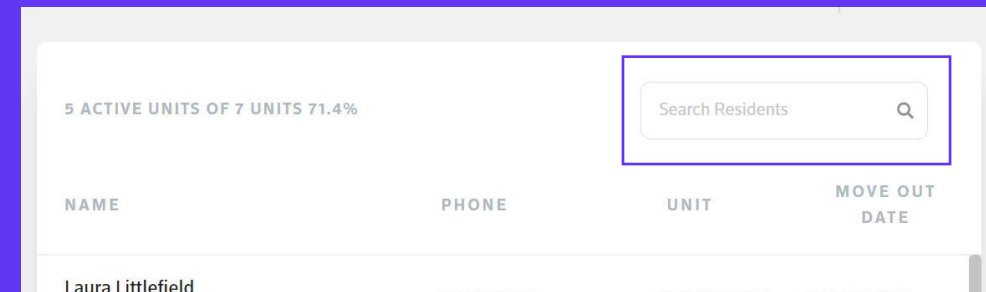
4. A search for the resident can be performed via the search bar in the Residents section to ensure that the resident was added.
5. Continue this process for all residents living in the unit, ensuring all residents have a unique mobile phone number associated with their record.



The 'Add New Resident' form is a modal window with a close button (X) in the top right. It contains the following fields: FIRST NAME (John), LAST NAME (Smith), EMAIL (JohnSmith@gmail.com), PHONE NUMBER (222-222-1234), and a UNIT dropdown menu. The dropdown menu is open, showing a search bar with 'Building 1, Unit Dummy' and a list of options: 'Unit Demo-1', 'Building 1, Unit SMW Demo-2', 'Building 1, Unit SMW Demo-3', 'Building 1, Unit SMW Demo-4', and 'Building 1, Unit SMW Demo-5'. A 'Move In Date' field is also present. A black 'Save' button is at the bottom right.



The 'Resident Details' form is a modal window with a close button (X) in the top right. It contains the following fields: FIRST NAME (John), LAST NAME (Smith), EMAIL (JohnSmith@gmail.com), PHONE NUMBER (212-323-1234), BILLING ID, UNIT (Building 1, Unit SMW Demo-3), MOVE IN DATE (07/01/2021), MOVE OUT DATE (06/30/2022), ACCOUNT STATUS (Inactive), and NETWORK TIER (Unknown). A black 'Save' button is at the bottom right.



The screenshot shows the Residents section of the portal. At the top, there is a summary bar: '5 ACTIVE UNITS OF 7 UNITS 71.4%'. Below this is a search bar labeled 'Search Residents' with a magnifying glass icon. Below the search bar is a table with the following columns: NAME, PHONE, UNIT, and MOVE OUT DATE. The first row of the table shows 'Laura Littlefield'.

A large, stylized 'X' logo in a lighter shade of purple, positioned on the left side of the slide. The 'X' is composed of two intersecting diagonal bars with rounded ends.

Resident Onboarding

Resident Onboarding Status Messages

In the Resident Details tab inside the portal, each resident is assigned an account status:

ACCOUNT STATUS

● Inactive

Inactive

Resident entered into portal; account not yet sent to be created

ACCOUNT STATUS

● Pending Billing Account

Pending Billing Account

Account sent to be created; waiting for account number to be assigned

ACCOUNT STATUS

● Email Sent

[Resend Activation](#)

Email Sent

Account created; resident has been sent email invitation to onboard

ACCOUNT STATUS

● Active

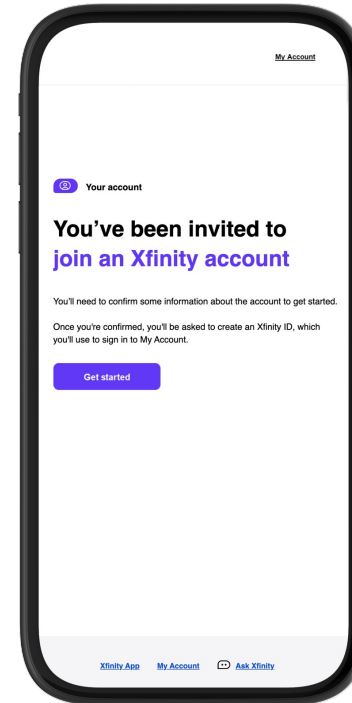
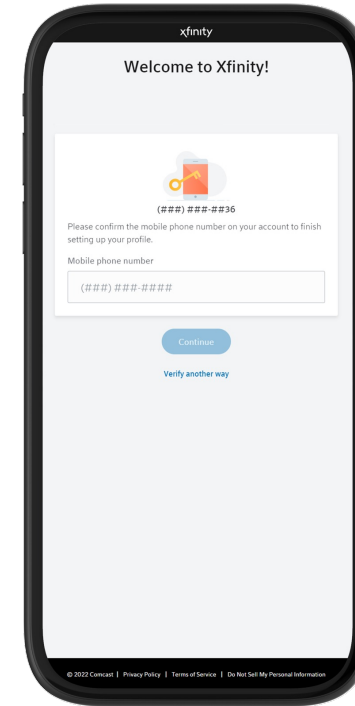
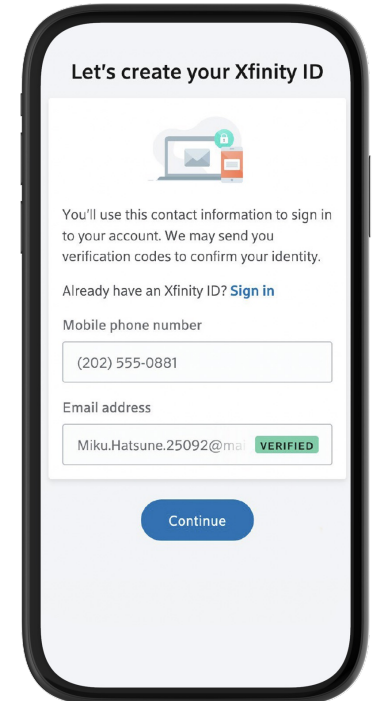
[Resend WiFi Instructions](#)

Active

Resident completed email invitation to onboard

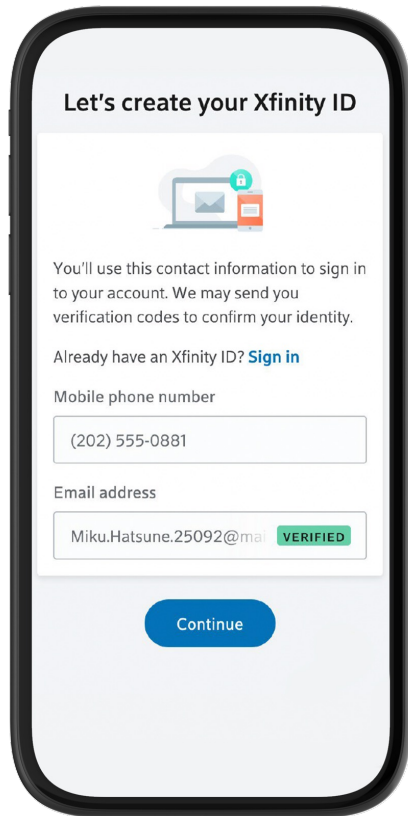
Residents: The Xfinity Invite Email

- The resident needs to click **Get Started** to set up their Xfinity credentials.
- They have 30 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

1. The resident should confirm their contact information
2. Create a password
3. After the confirmation screen, be on the lookout for a second email with their new WiFi credentials.



Let's create your Xfinity ID

You'll use this contact information to sign in to your account. We may send you verification codes to confirm your identity.

Already have an Xfinity ID? [Sign in](#)

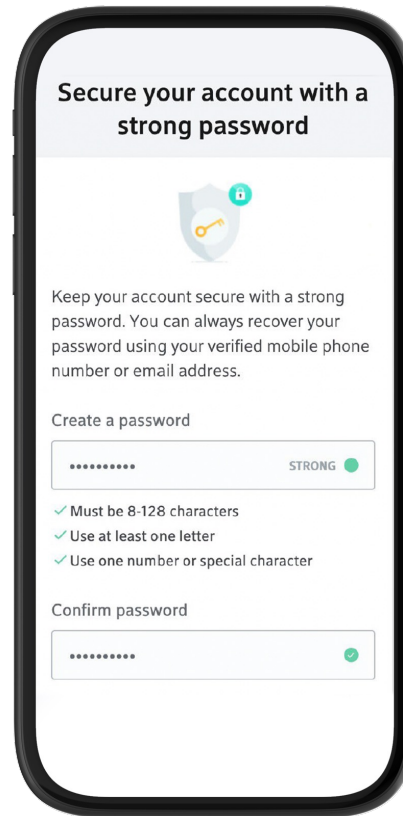
Mobile phone number

(202) 555-0881

Email address

Miku.Hatsune.25092@mail VERIFIED

Continue



Secure your account with a strong password

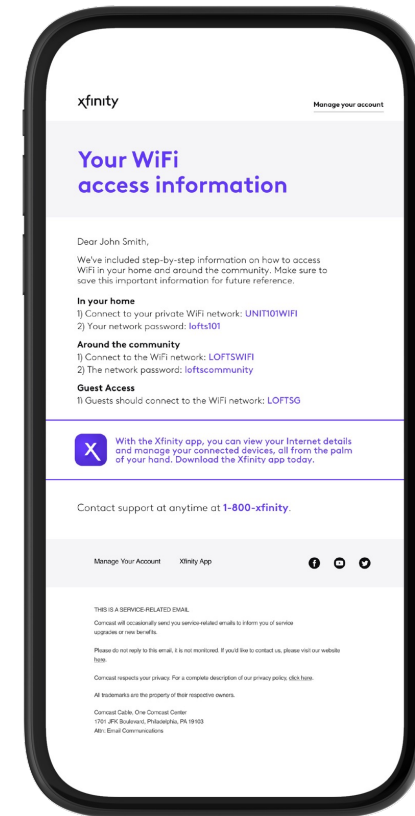
Keep your account secure with a strong password. You can always recover your password using your verified mobile phone number or email address.

Create a password

***** STRONG

- ✓ Must be 8-128 characters
- ✓ Use at least one letter
- ✓ Use one number or special character

Confirm password



xfinity Manage your account

Your WiFi access information

Dear John Smith,

We've included step-by-step information on how to access WiFi in your home and around the community. Make sure to save this important information for future reference.

In your home

- 1) Connect to your private WiFi network: **UNIT01WIFI**
- 2) Your network password: **loft501**

Around the community

- 1) Connect to the WiFi network: **LOFT5WIFI**
- 2) The network password: **loft5community**

Guest Access

- 1) Guests should connect to the WiFi network: **LOFT5G**

 With the Xfinity app, you can view your Internet details and manage your connected devices, all from the palm of your hand. Download the Xfinity app today.

Contact support at anytime at 1-800-xfinity.

Manage Your Account Xfinity App

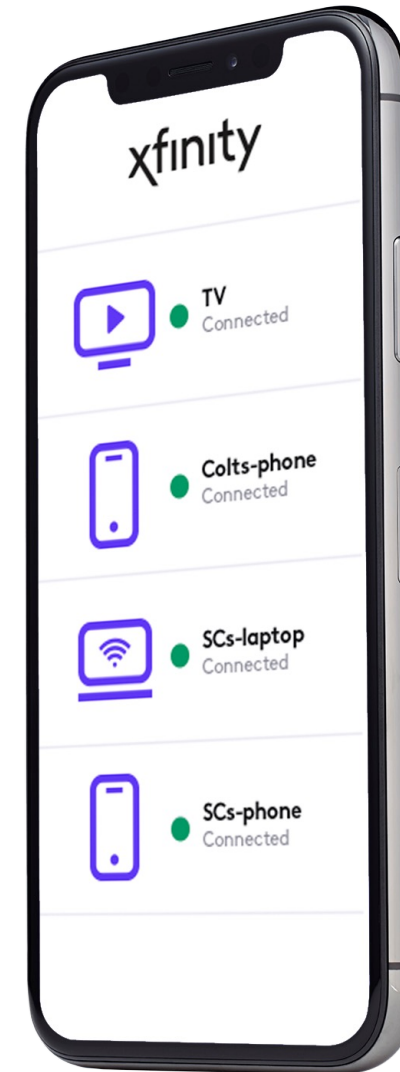
THIS IS A SERVICE-RELATED EMAIL.
Comcast will occasionally send you service-related emails to inform you of service updates or new benefits.
Please do not reply to this email. If you'd like to contact us, please visit our website here.
Comcast respects your privacy. For a complete description of our privacy policy, click here.
All trademarks are the property of their respective owners.
Comcast Cable, One Comcast Center
100 JFK Boulevard, Philadelphia, PA 19103
Alt: Email Communications

Residents can get the most of their Internet with the Xfinity app

With the Xfinity app, your residents can view their Internet details, manage connected devices, and get support when needed – all from the palm of their hand.



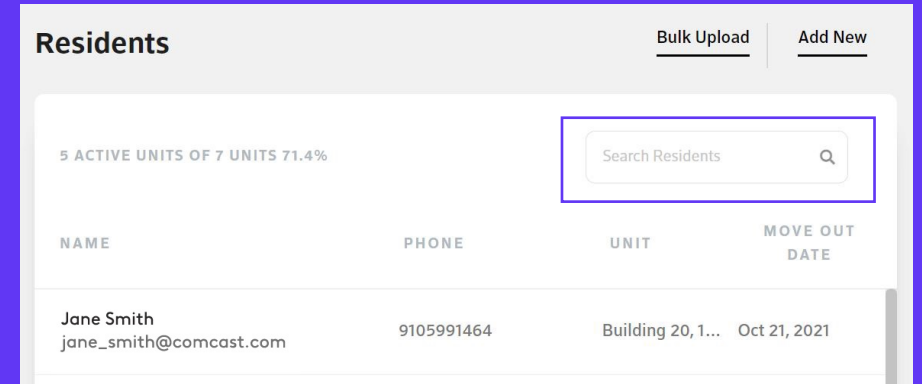
Residents can download the Xfinity app today



Updating Resident Information

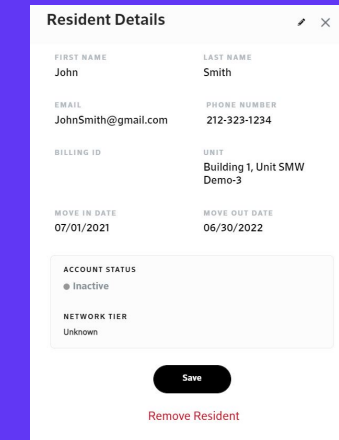
1. Search for the resident via the search bar in the Residents section.
2. Select the correct resident from the list of matching residents.
3. The Resident Details screen will appear. Select the pencil  icon in the top, right corner to edit resident information.
4. Update resident information, and select **Save**.
5. Select **Yes, Apply** to finish updating the resident information.
6. A Resident Saved message will be displayed.

Note: If a resident changes units, remove the resident and then add the resident as a new user in their new unit.

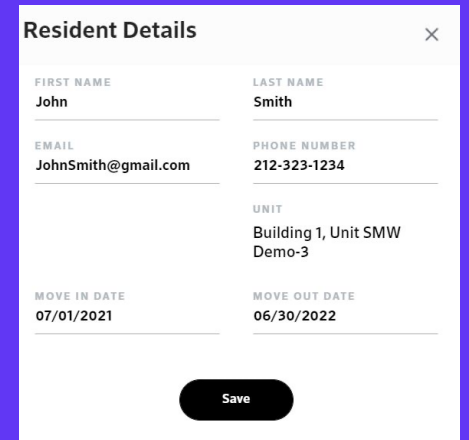


The screenshot shows the 'Residents' section of a system. At the top right are links for 'Bulk Upload' and 'Add New'. Below these is a summary bar showing '5 ACTIVE UNITS OF 7 UNITS 71.4%'. A search bar labeled 'Search Residents' with a magnifying glass icon is highlighted with a red box. Below the search bar is a table with columns: NAME, PHONE, UNIT, and MOVE OUT DATE. The first row of data shows 'Jane Smith', 'jane_smith@comcast.com', '9105991464', 'Building 20, 1...', and 'Oct 21, 2021'.

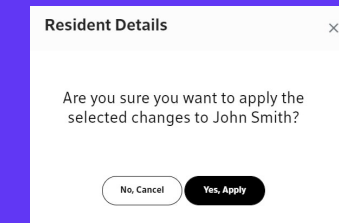
NAME	PHONE	UNIT	MOVE OUT DATE
Jane Smith jane_smith@comcast.com	9105991464	Building 20, 1...	Oct 21, 2021



The screenshot shows the 'Resident Details' form in edit mode. It has a pencil icon in the top right corner. The form contains the following fields: FIRST NAME (John), LAST NAME (Smith), EMAIL (JohnSmith@gmail.com), PHONE NUMBER (212-323-1234), BILLING ID, UNIT (Building 1, Unit SMW Demo-3), MOVE IN DATE (07/01/2021), and MOVE OUT DATE (06/30/2022). There is also a section for ACCOUNT STATUS (Inactive) and NETWORK TIER (Unknown). At the bottom, there are two buttons: 'Save' and 'Remove Resident'.



The screenshot shows the 'Resident Details' form in view mode. It has a close icon (X) in the top right corner. The form contains the same information as the previous screenshot: FIRST NAME (John), LAST NAME (Smith), EMAIL (JohnSmith@gmail.com), PHONE NUMBER (212-323-1234), UNIT (Building 1, Unit SMW Demo-3), MOVE IN DATE (07/01/2021), and MOVE OUT DATE (06/30/2022). At the bottom, there is a single 'Save' button.



The screenshot shows a confirmation dialog box titled 'Resident Details'. It asks the user: 'Are you sure you want to apply the selected changes to John Smith?'. At the bottom, there are two buttons: 'No, Cancel' and 'Yes, Apply'.

Moving a Resident Out

1. Search for the resident via the search bar in the Residents section.
2. Select the correct resident from the list of matching residents.
3. The Resident Details screen will appear. Select **Remove Resident**.
4. Select **Yes, Remove** to finish moving out resident from unit.
5. Select **Yes, Apply** to finish updating the resident information.

The screenshot shows the 'Residents' section of the Xfinity interface. At the top right, there are links for 'Bulk Upload' and 'Add New'. Below these, a summary bar indicates '5 ACTIVE UNITS OF 7 UNITS 71.4%'. A search bar labeled 'Search Residents' with a magnifying glass icon is highlighted with a red box. Below the search bar is a table with columns: NAME, PHONE, UNIT, and MOVE OUT DATE. The first row of data shows 'Jane Smith', 'jane_smith@comcast.com', '9105991464', and 'Building 20, 1... Oct 21, 2021'.

The screenshot shows the 'Resident Details' screen for John Smith. The form contains the following information: FIRST NAME: John, LAST NAME: Smith, EMAIL: JohnSmith@gmail.com, PHONE NUMBER: 212-323-1234, BILLING ID, UNIT: Building 1, Unit SMW Demo-3, MOVE IN DATE: 07/01/2021, MOVE OUT DATE: 06/30/2022, ACCOUNT STATUS: Inactive, and NETWORK TIER: Unknown. At the bottom, there is a 'Save' button and a red 'Remove Resident' button.

The screenshot shows the 'Resident Details' screen for John Smith, identical to the previous one. However, the 'Remove Resident' button is now highlighted in red, and a green checkmark is visible below it, indicating that the resident has been successfully removed.

The screenshot shows a confirmation dialog box titled 'Resident Details'. The text asks: 'Are you sure you want to remove John Smiths from [HQ TEST] Xfinity Demo?'. Below this, a note states: 'Note: This action is irreversible. If resident is moving to another property in Xfinity Communities Concierge network, edit Property and Unit in resident details.' At the bottom, there are two buttons: 'No, Cancel' and 'Yes, Remove'.

The screenshot shows a confirmation dialog box titled 'Resident Details'. The text asks: 'Are you sure you want to apply the selected changes to John Smith?'. At the bottom, there are two buttons: 'No, Cancel' and 'Yes, Apply'.

Resending WiFi Instructions

A resident may alert a property manager if they have not received their invitation email. Before resending the invitation, please check to ensure:

1. The resident is assigned to the appropriate unit.
2. The email address and mobile phone number are correct in the Xfinity Communities Concierge Portal.
3. Ensure the primary account holder has activated their account before any additional residents in the same unit activate their accounts.

How to resend the WiFi instructions:

1. Click on the resident who needs instructions resent
2. Click **Resend WiFi Instructions**
3. A Credentials Sent message will appear

Resident Details ✎ ✕

FIRST NAME	LAST NAME
Test	Unit303
EMAIL	PHONE NUMBER
MWFMcGregor303@gmail.com	267-836-1399
BILLING ID	UNIT
8497303265103672	McGregor Square, Unit 303
MOVE IN DATE	MOVE OUT DATE
12/16/2020	01/30/2021

ACCOUNT STATUS

● Active [Resend WiFi Instructions](#)

Save

Remove Resident

MOVE IN DATE: 12/16/2020 MOVE OUT DATE: 01/30/2021

ACCOUNT STATUS

● Active ✓ Credentials Sent

Save

Remove Resident

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Reporting Metrics

Customer Support and User Metrics

The Xfinity Communities Concierge Portal provides property staff with detailed customer support reporting:

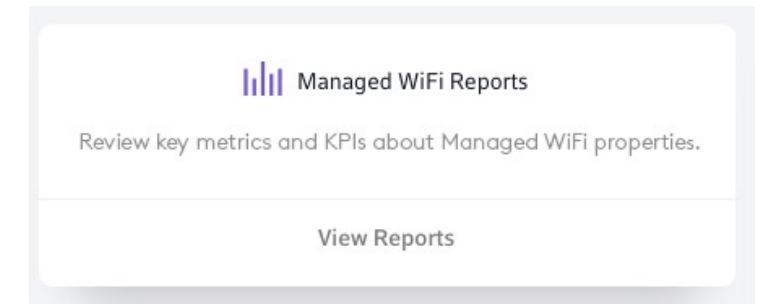
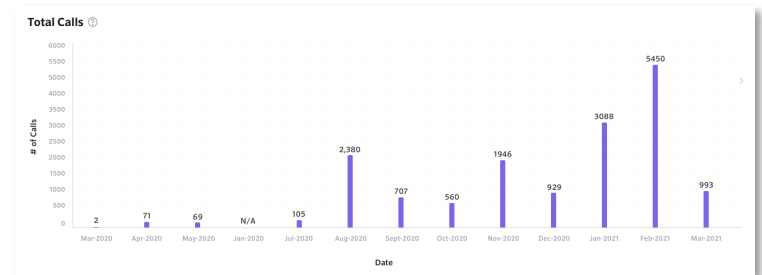
Truck Rolls: A Truck Roll is defined as when an Xfinity technician is dispatched to resolve a service issue on-site. This graph will show the total number of Truck Rolls scheduled/performed each month at the property.

Total Calls: The Xfinity support team records each support call that is initiated by a property. This graph will show the total number of calls received by the Xfinity support team each month.

Tickets: The Xfinity support team captures each support ticket that is created to track issues. This graph will show the total number of support tickets generated each month.

Resolution Time: This graph will show the total time for the Xfinity support team to resolve customer issues from calls.

The Portal also measures the number of residents who have created their Xfinity ID and connected to the service.



Need a little help? Just reach out.

Phone: 844-790-6935

Email: xcsupport@comcast.com



A large, stylized 'X' logo in a light purple color, positioned on the left side of the slide. The 'X' is composed of two intersecting diagonal lines with rounded ends.

Thank You