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SPECTRUM COMMUNITY SOLUTIONS SITE MANAGER GUIDE

V1.0

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Spectrum | **COMMUNITY® SOLUTIONS**

SPECTRUM COMMUNITY SOLUTIONS SITE MANAGER GUIDE

With Spectrum Community Solutions, we provide fast, easy-to-use, professionally managed WiFi that works for every one of your residents.
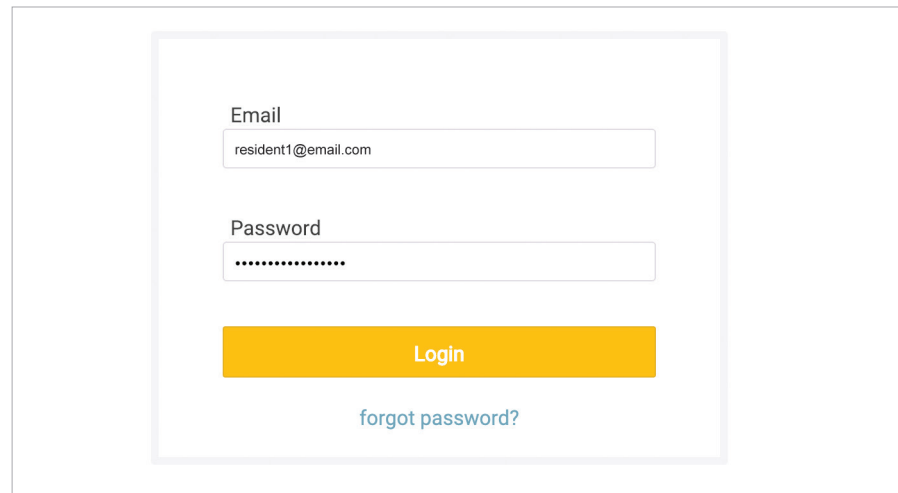
In this guide, you will find the necessary tools to manage the WiFi network on your property through Spectrum Community Solutions Site Manager. You'll learn how to set up Spectrum Community Solutions Site Manager, so that it is a searchable database of your residents' credentials, manage WiFi access for your residents and learn how your residents will register their devices.

Spectrum also offers 24/7 customer service before, during and after installation to ensure a positive experience for property owners, managers and residents. Do not hesitate to contact your Spectrum Project Manager for assistance.

Refer to our suite of Managed WiFi Tutorials at: *Spectrumcommunitysolutions.com.*
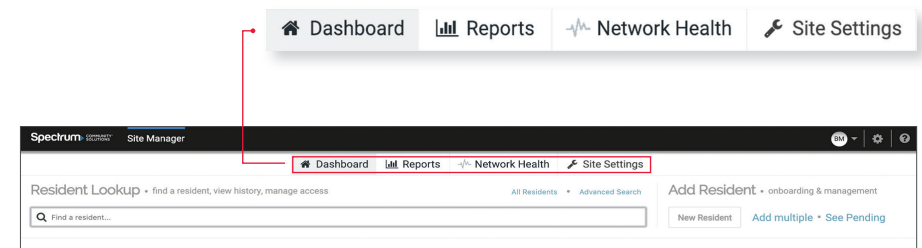
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LOGIN

Using Google Chrome or Firefox (Internet Explorer can be used if other options are not available), navigate to *Spectrum.wifiuseradmin.com*. Use the login credentials provided to you by your Spectrum representative or sent to you via email from your primary site admin.

When you log in, you will notice the **Dashboard, Reports, Network Health** and **Site Settings** tabs at the top of the website. Make a note of where they are, as you will need to refer to the **Dashboard** for most resident account management-related tasks.

Email

resident1@email.com

Password

••••••••••••••••

Login

forgot password?

ADDING RESIDENTS TO SPECTRUM COMMUNITY SOLUTIONS SITE MANAGER

When you are setting up Spectrum Community Solutions Site Manager, you will want to upload information on residents, granting them network access to your Spectrum Community Solutions Site Manager. You can either upload information on each resident individually or in large groups.

ADD INDIVIDUAL RESIDENTS

Email is the only means for your residents to receive their credentials. Therefore, **it is mandatory that your residents have email addresses**. Spectrum Community Solutions Site Manager will only allow one credential per email address.

NOTE: Every resident in the upload CSV file will be given access to the network immediately. If you do not wish to grant access for specific residents immediately, you need to remove them from the CSV file. You can easily add them in later when you wish to grant them network access.

When a small handful of residents sign the lease addendum, you may want to add residents to Spectrum Community Solutions Site Manager one by one. From the **Dashboard**, find **Add Resident** and select **New Resident**.

WARNING: Due to security reasons, Spectrum does not administer credentials for Spectrum Community Solutions properties. Only a registered administrator for the property is able to issue and manage resident credentials for the property.

STEP 1: FROM THE **DASHBOARD**, FIND **ADD RESIDENT** AND SELECT **NEW RESIDENT**
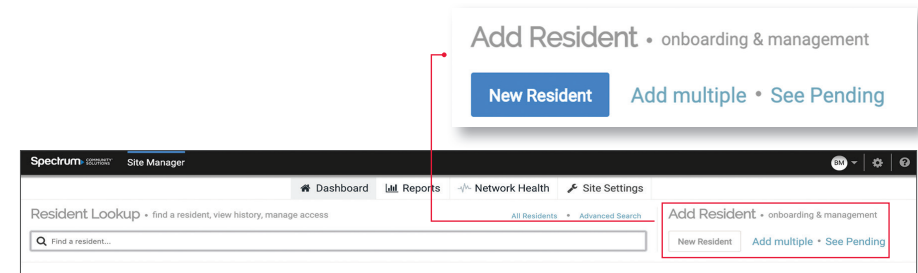
STEP 2: FILL OUT REQUIRED FIELDS AND CLICK **ADD USER**
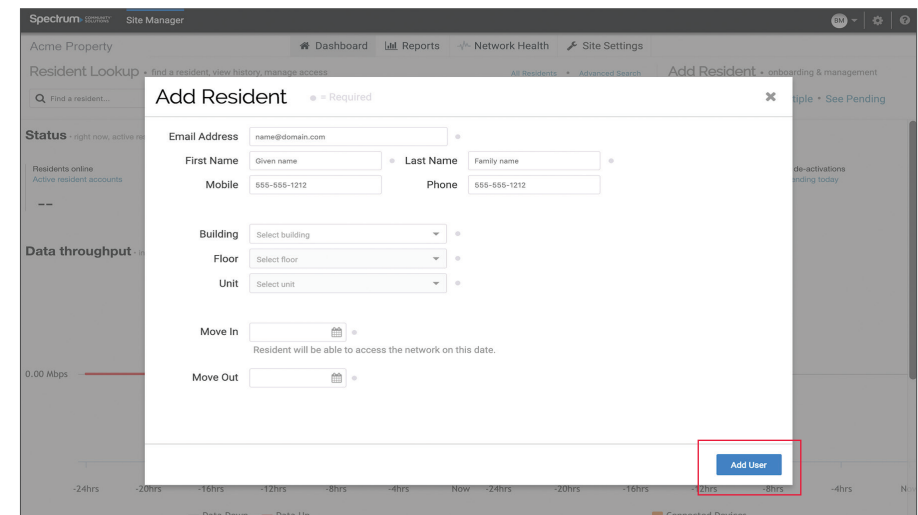
NOTE: Make sure the email address for the resident is correct, as this will be their username for the resident portal. The registration email detailing how the resident can obtain access to their WiFi will also be sent to this address. Once the account is created, the resident will be sent their registration email and they will appear under the **Pending Residents** list until they activate their account.

ADD MULTIPLE RESIDENTS

In order to add residents to Spectrum Community Solutions Site Manager in larger groups, you need to upload resident information through a CSV (Comma Separated Values) file.

STEP 1: FROM THE **DASHBOARD**, CLICK **ADD MULTIPLE**

If you do not already have a template filled out, click **Download Template** to download a copy of the CSV file for upload. You can download the template by clicking *Add Multiple > Download Template* from the top right corner.

Here are three scenarios of how to set up your CSV file. These should be customers who have signed the property lease's addendum <u>as each resident included in this upload will receive their credentials</u>.

1. John Doe is a long-term resident who has just signed a new lease addendum. He should get a credential and should be included in this CSV. In the CSV, his **Move In** date should be listed as today *(column i)*.

2. Jane Doe is a new resident who has just signed a new lease and will be moving in next month. She should receive credentials and be included in the CSV and her **Move In** date should be a specific date next month.

3. Gary Brown is a long-term resident mid-lease. He has not executed a lease addendum and will not be included in this CSV, nor will he get credentials.

CSV file

REVIEW THE FOLLOWING RULES TO MINIMIZE ERRORS ON UPLOAD:

• Each row should correspond with a resident receiving credentials (one per unit). Do not add rows for vacant units, model units, common areas or any units/residents who should not receive network access. If anyone is left off of the list due to a user error, you can always upload another list or manually add a resident individually via the **New Resident** button on the **Dashboard**.

• Leaving a required field blank will result in error, EXCEPT the mobile and phone number fields.

• Note that the **Email** field is required in order for the resident to receive a credential. If a resident does not have an email address, you will have to help the resident create an email address.

• *Once the CSV file is uploaded, the **Email** field in the **Dashboard** cannot be modified.*

• The email address is also the resident's username and is used to send network credentials and access information to the resident. All email addresses must be unique (no duplicates).

• First and last names MUST be split, they cannot be combined into one column.

• Prior to completing the installation process, you provided Spectrum with a mapping of your property (Buildings, Floors, Units, etc.). This mapping was used as basis for the **Building**, **Floor**, and **Unit** fields in Spectrum Community Solutions Site Manager. Inputs in these columns must match that format. If you are unsure of the format, you can log in to the Spectrum Community Solutions Site Manager portal, click **New Resident**, and view the drop-down options for each field.

• **Move In** and **Move Out** dates refer to the resident's access start and end dates. Network access starts on the **Move In** date (can be any day in the past) and ends on the **Move Out** date (can be any day in the future).

NOTE: A new resident cannot be added to the same unit with a **Move Out** date that overlaps a current resident. To avoid an error, make sure to change the previous resident's **Move Out** date to earlier than the new resident's **Move In** date.

• The **Move In** date does not have to correspond with the resident's actual move-in date.

• No additional fields/columns may be added.

• Do not leave blank rows (other than after the last row of data).

• Save the file as a .csv, NOT as an Excel file. *(File > Save As > Comma Separated Values)*

REVIEW THE FOLLOWING RULES
TO MINIMIZE ERRORS ON UPLOAD (CONTINUED):

Fill out the CSV file, making sure to include all mandatory fields (First Name, Last Name, Mobile Number, Phone Number, Building, Floor, Unit, Move In date, Move Out date). Save the file to your computer.

Click the **"+" icon** to upload the saved file, or drag and drop the file from the file location to the **Upload** box. ────────
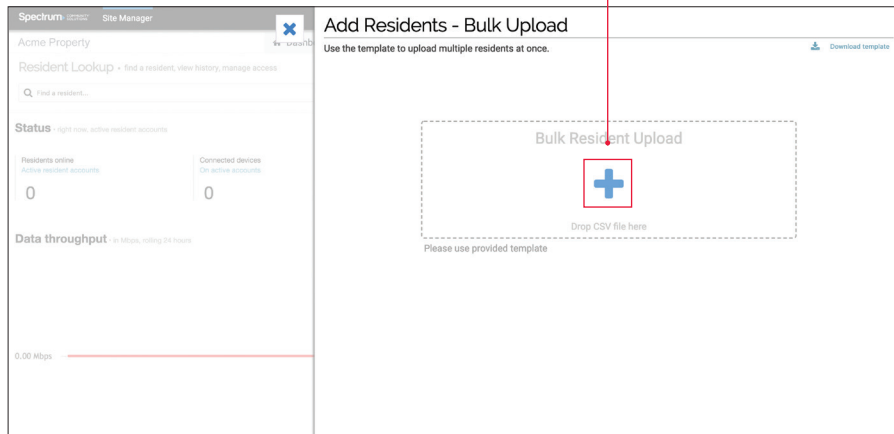
1. You will be brought to a validation page to review the information before final upload. Residents who have passed validation will be shown as Ready to Add.

2. Pay attention to the fields in yellow, as fields that require attention will be highlighted yellow with a Validation Failed notification.

3. To fix these errors, click on the highlighted field to open the account information page and change the highlighted field.
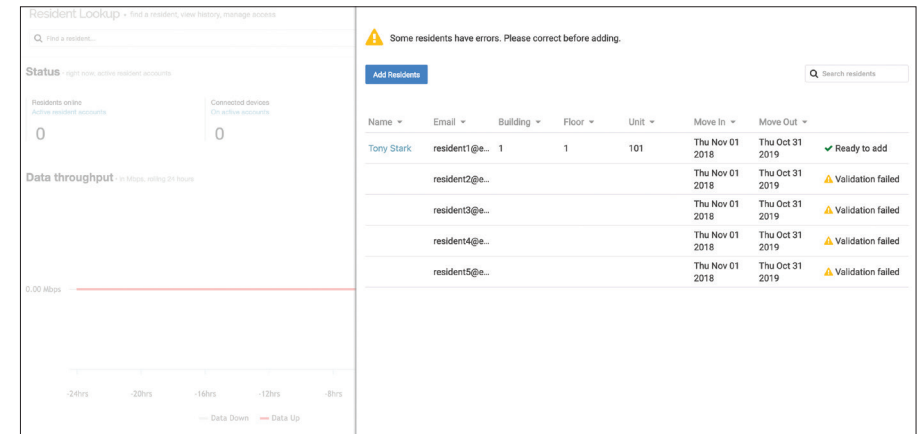
REVIEW THE FOLLOWING RULES
TO MINIMIZE ERRORS ON UPLOAD (CONTINUED):

Once the field is updated, click **Save Changes** and you will see the validation screen where the resident will be labeled **Ready to Add**. If you have too many errors to fix one by one, you can always close out of the validation screen, adjust the errors in bulk in the CSV template, and then save and re-upload the template.

Once all errors have been fixed, click **Add Resident** at the top left of the validation page to finish the upload. During the initial installation of the new managed WiFi network, your Spectrum Project Manager will instruct you on when you should upload and send credentials to your residents (based on the installation and availability of the new network by building/unit).


NOTE:
All uploaded residents will immediately receive their registration email upon upload, regardless of access start dates.

VIEW PENDING INVITATIONS

Once you upload resident credentials to register their email address to the Spectrum Community Solutions site, each resident will receive an invitation to register their email address to the Spectrum Community Solutions site.

To see which residents have not responded to the email to register their email address to the Spectrum Community Solutions site, click **See Pending** on the **Dashboard**.
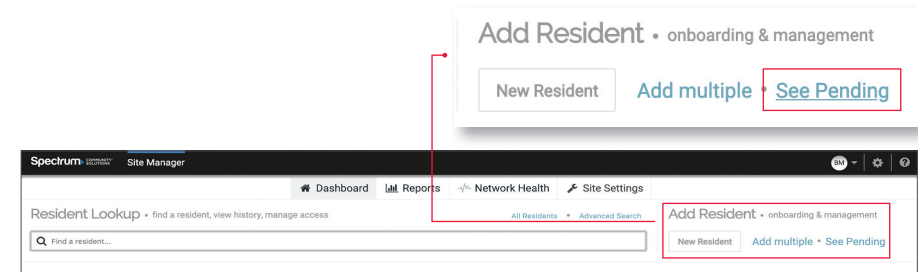
RESEND REGISTRATION EMAIL TO A RESIDENT

You may need to resend registration emails to residents. A common reason is that the registration emails come from a non-descriptive source, which may lead recipients to delete them.

You may want to inform your residents that the registration email will come from an unfamiliar email address: *no-reply@wifiuseradmin.com* (see below) and that they should check their spam folders.
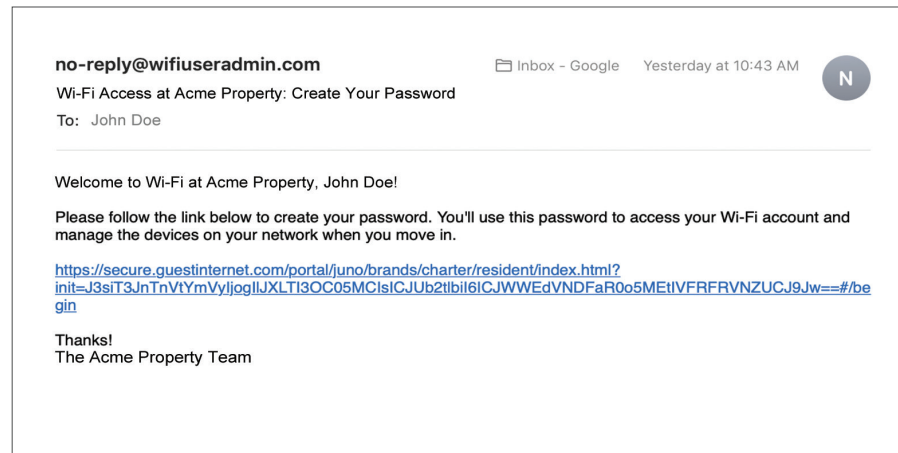
From the **Dashboard,** click **See Pending** to see a list of pending invitations.

Search for the resident's name via the search bar, hover over the row with the resident's information, and click the **Resend Invitation** button.
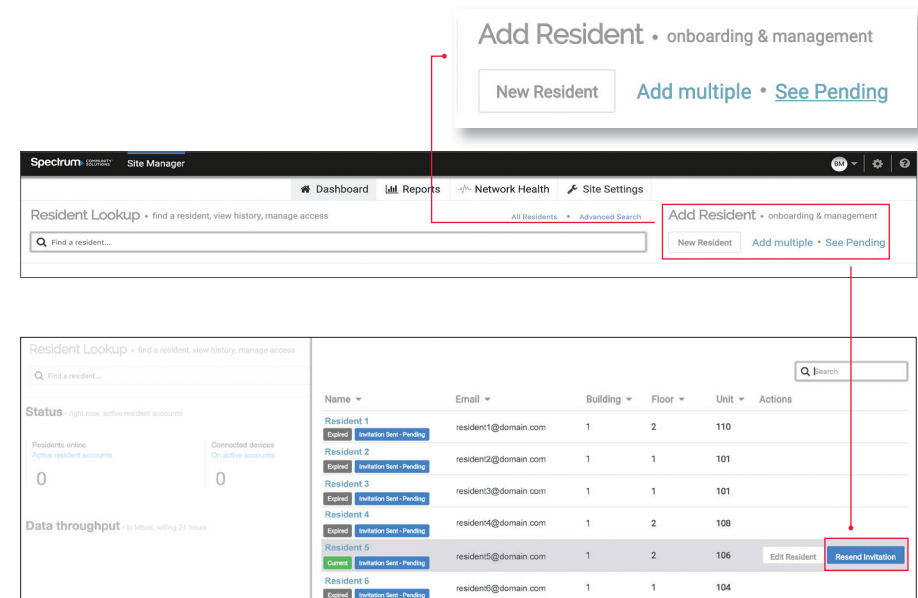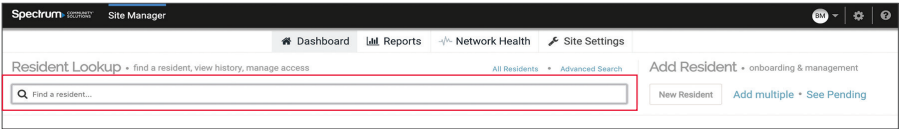
SEARCHING FOR RESIDENTS
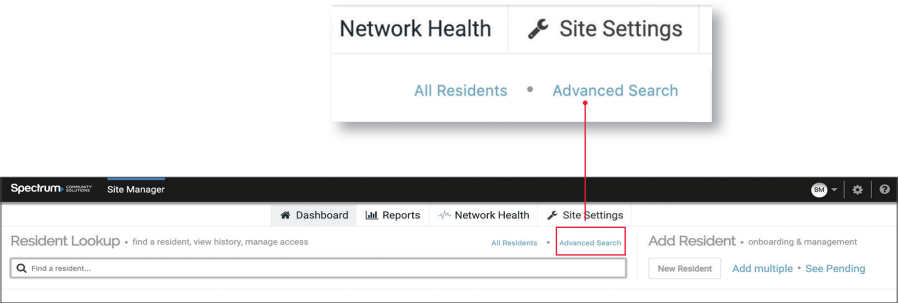
SEARCH FOR A RESIDENT

In order to view or modify a specific resident's record, use the **Find a Resident** search bar or **Advanced Search**.

From the **Dashboard**, click on the **Find a Resident** search bar (see below). Type in any information from the resident's account, including first name, last name, email, phone, unit number or building name.
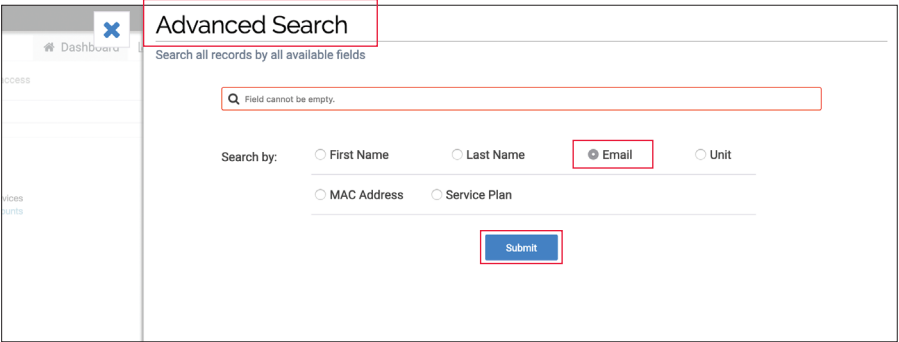

ADVANCED SEARCH

From the **Dashboard**, click on **Advanced Search**.

Type in your search criteria, click on the field you would like to search by and click **Submit**.
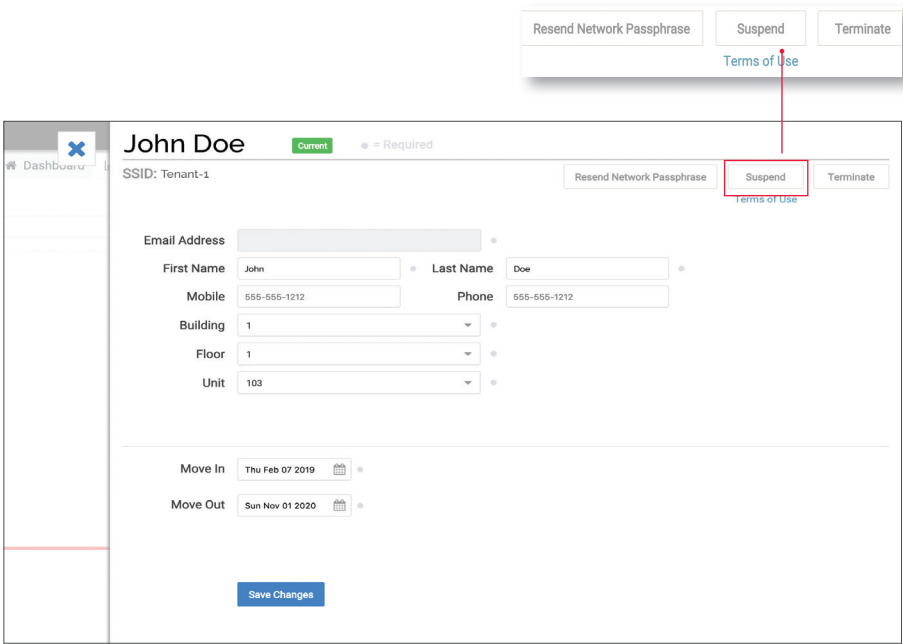
MANAGING RESIDENT ACCOUNTS

SUSPEND AN ACCOUNT

If you want to suspend a resident's WiFi access for any reason, use the Suspend Account feature.

From the **Dashboard**, look up the resident by using the **Find a Resident** search bar or by clicking the **Advanced Search** feature. Refer to page 20 for more details on how to look up a resident.

Click on the resident you wish to suspend to bring up their account profile. Click on **Suspend Account**.

The resident will no longer be able to access their WiFi network and will appear under the **Suspended Accounts** list on the **Dashboard**.

In the event that you want to restore WiFi access, their devices will automatically be authenticated to their WiFi network. To restore the account, follow the same steps as above and click on **Unsuspend Account**.

| Resend Network Passphrase | Suspend | Terminate |

Terms of Use

John Doe   Current   • = Required

SSID: Tenant-1

| Resend Network Passphrase | Suspend | Terminate |

Terms of Use

Email Address

First Name   John   •   Last Name   Doe   •

Mobile   555-555-1212   Phone   555-555-1212

Building   1   •

Floor   1   •

Unit   103   •

Move In   Thu Feb 07 2019   •

Move Out   Sun Nov 01 2020   •

Save Changes

EXTEND NETWORK ACCESS FOR A RESIDENT

If you want to extend network access to a resident past their initial **Move Out** date, start by looking up the resident.

From the **Dashboard**, look up the resident by using the **Find a Resident** search bar or by clicking the **Advanced Search** feature. Refer to page 20 for more details on how to look up a resident.

Click on the **Move Out** date and enter the new date. Access to the WiFi network will end at 11:59 p.m. local time based on the date that is entered into the system.

RESEND RESIDENT'S
WIFI PASSPHRASE

If a resident loses their Network Passphrase, you can resend it through the following steps:

From the **Dashboard**, look up the resident by using the **Find a Resident** search bar or by clicking the **Advanced Search** feature. Refer to page 20 for more details on how to look up a resident.

Click on **Resend Network Passphrase** to send an email to the resident with their credentials.

UPDATE A RESIDENT'S CONTACT INFORMATION

In the event a resident changes their phone or mobile number, follow these steps to make the appropriate updates:
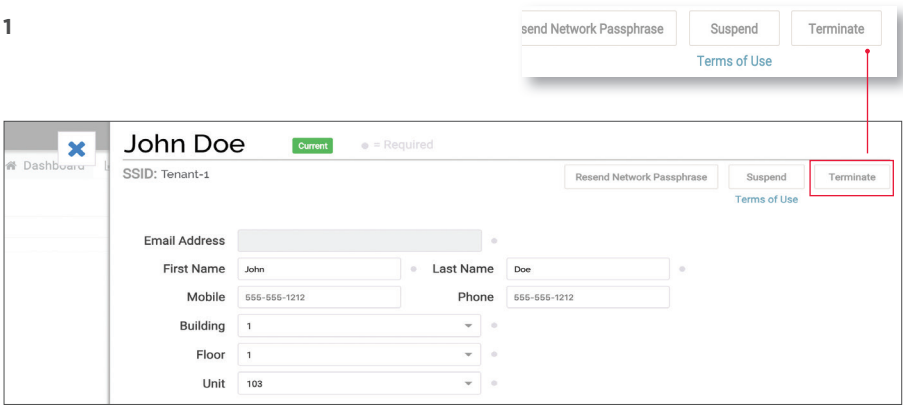
From the **Dashboard**, look up the resident by using the **Find a Resident** search bar or by clicking the **Advanced Search** feature. Refer to page 20 for more details on how to look up a resident.

Click on the fields that need to be updated, enter the new information and click **Save Changes**.

NOTE: The email address cannot be updated, as this is the unique ID and username for the resident. If the email address needs to be changed, you will need to create a new account. Click the **Terminate** button and then add a new resident following the **Add a New Resident** process with the new email address.

NOTE: The resident will have to reconnect and onboard all devices previously connected to their network if a new account is created.

1

2
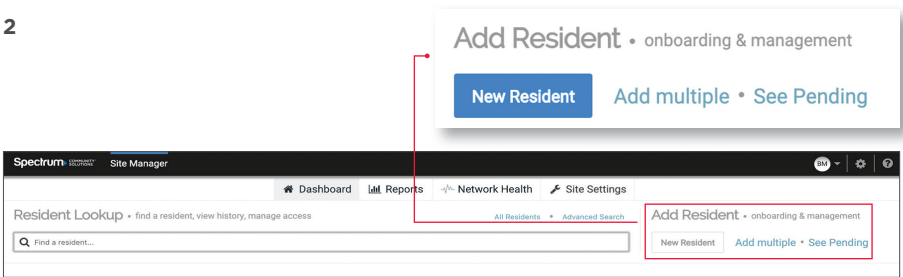
TRANSFER A RESIDENT TO A NEW UNIT

In the event that a resident moves from one unit to another, refer to the following steps:

From the **Dashboard**, look up the resident by using the **Find a Resident** search bar or by clicking the **Advanced Search** feature. Refer to page 20 for more details on how to look up a resident.

Locate the **Building**, **Floor**, and **Unit** fields and update them to reflect the resident's new information.

NOTE: If you use a separate email address, all devices will need to be reconnected and onboarded to the new unit's network.

NOTE: You cannot have the same resident tied to two different units with overlapping **Move In/Move Out** dates.

FIND A RESIDENT'S SSID

The SSID is a specific ID that is assigned to a WiFi network.

NOTE: Depending on your WiFi network, this ID may not always be distinct for each resident.

From the **Dashboard**, look up the resident by using the **Find a Resident** search bar or by clicking the **Advanced Search** feature. Refer to page 20 for more details on how to look up a resident.

The SSID is located under the resident's name on the top left.

END A RESIDENT'S NETWORK ACCESS

To suspend a resident's access, follow the **How to Suspend an Account** on page 22.

From the **Dashboard**, look up the resident by using the **Find a Resident** search bar or by clicking the **Advanced Search** feature. Refer to page 20 for more details on how to look up a resident.

Click on the **Terminate** button on the top right corner to end a resident's network access.

NETWORK ADMINISTRATION

VIEW DEVICES ON A RESIDENT'S PERSONAL NETWORK

Here are ways to see how the WiFi network is functioning for tenants and across the property as a whole.

From the **Dashboard**, look up the resident by using the **Find a Resident** search bar or by clicking the **Advanced Search** feature. Refer to page 20 for more details on how to look up a resident.

Scroll down to the bottom of their account page to view the devices that have been connected to the resident's personal network. Additionally, search for devices by device name or MAC address in the **Search Devices** search bar. Here, you will see the last 4 digits of the MAC address of each device.


VIEW OVERALL NETWORK USAGE

In order to view data usage across the entire network, hover over **Reports** and refer to **Data Usage**.
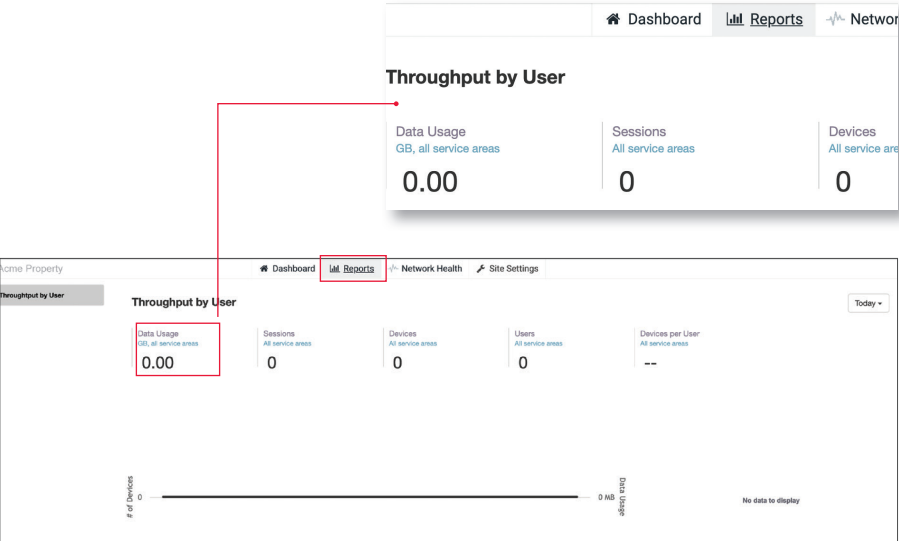
ACCESS THE PROPERTY NETWORK HEALTH PORTAL

The **Property Network Health Portal** allows you to see your residents' network connections. This includes the types of connections they are using (WiFi or Ethernet), their download speeds, statuses of their equipment, end user speeds and additional details that pertain to network performance.

From the **Dashboard**, click on the **Network Health** tab. This should already be linked with the property and will not require separate login credentials.
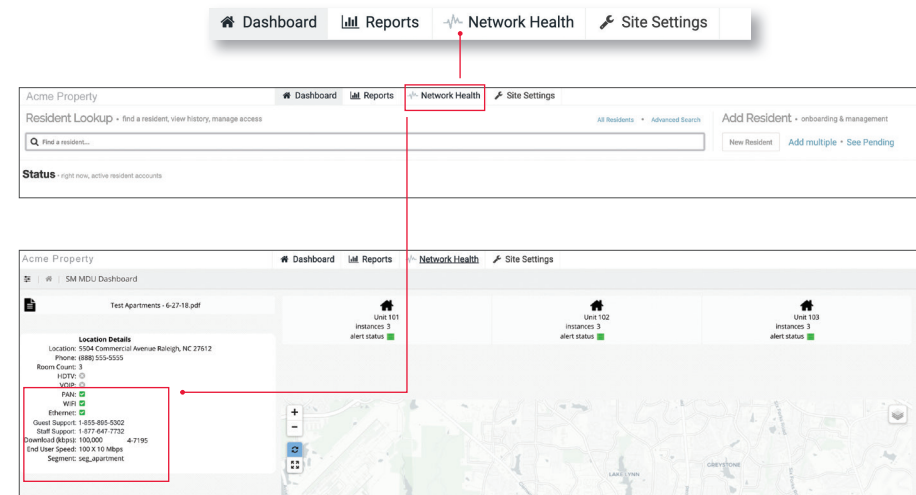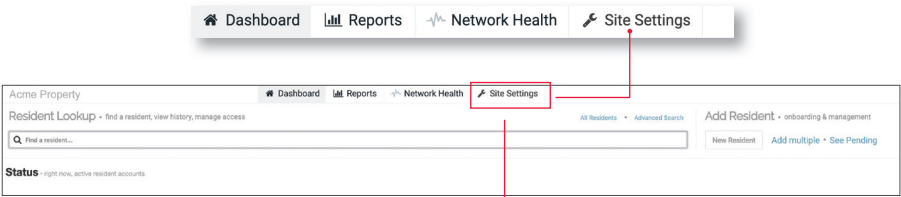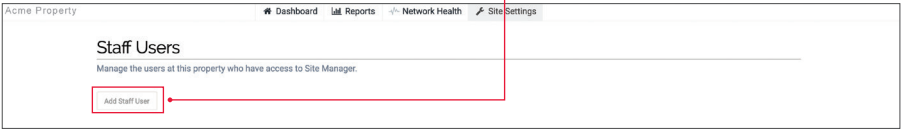
ADMINISTRATIVE DIRECTIONS

ADD A STAFF USER

From the **Dashboard**, hover over **Site Settings** and click on **Staff Users**.


Click **Add Staff User**

Type in the email address of the user and click **Submit**. If the user should be an admin (meaning they have the privilege to add other staff users to the portal), then click on **Local Admin** before submitting. An email will be sent to the new staff user to complete registration.
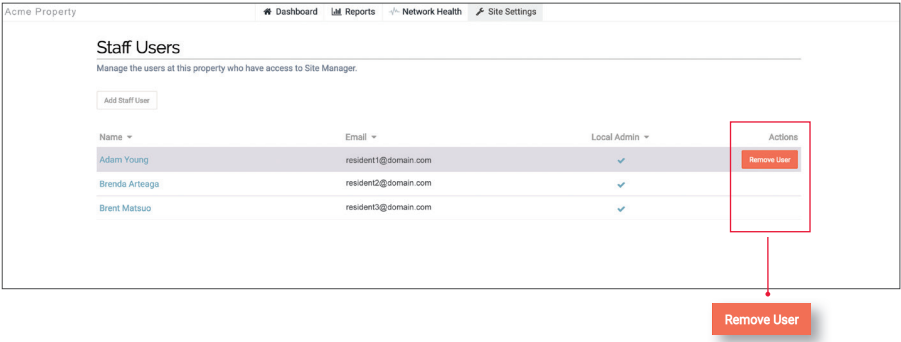

REMOVE A STAFF USER

From the **Dashboard**, hover over **Site Settings** and click on **Staff Users**.
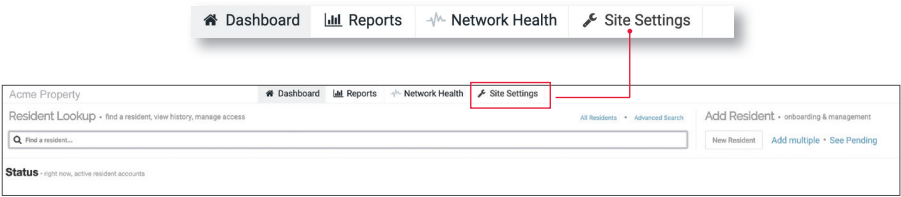
Hover over the row with the Staff User's information and click **Remove User** and follow the prompts.

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RESIDENT EXPERIENCE

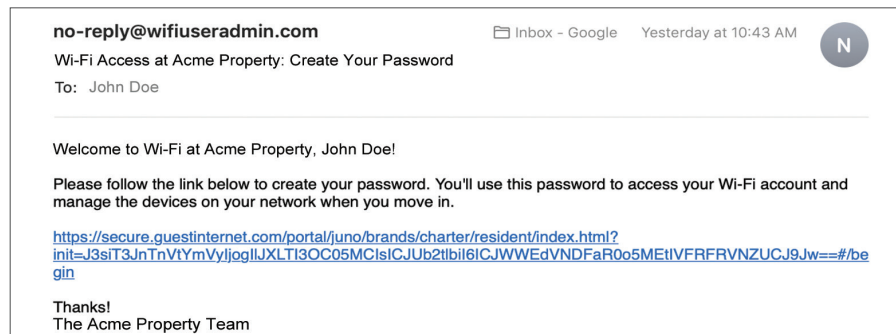This section details the following from the resident's point of view:
- Setting up their account in Spectrum Community Solutions Site Manager
- Setting up their WiFi access
- Managing the devices registered to their network

SET UP AN ACCOUNT

A resident account is initially created by the property manager entering their information via the **Add Resident** flow in Spectrum Community Solutions Site Manager. See **Add Individual Residents** on page 8 to set up a new account.

After the account is created, the resident will receive a registration email from (*no-reply@wifiuseradmin.com*) at the email address that was entered during account creation.

To start the account setup process, the resident should check their email inbox, open the email and click on the registration link.

---

no-reply@wifiuseradmin.com 📁 Inbox – Google   Yesterday at 10:43 AM   N
Wi-Fi Access at Acme Property: Create Your Password
To: John Doe

Welcome to Wi-Fi at Acme Property, John Doe!

Please follow the link below to create your password. You'll use this password to access your Wi-Fi account and manage the devices on your network when you move in.

https://secure.guestinternet.com/portal/juno/brands/charter/resident/index.html?
init=J3siT3JnTnVtYmVyIjogIlJXLTI3OC05MClsICJUb2tlbiI6ICJWWEdVNDFaR0o5MEtIVFFRFRVNZUCJ9Jw==#/begin

Thanks!
The Acme Property Team

Next, the resident will be brought to the **Create Account** page where they will create their password. Their email address will already be populated based on the email address currently in Spectrum Community Solutions Site Manager.

NOTE: Their email address is also the resident's username, which cannot be modified.

Create Account

Create your password

Please finish setting up your account by creating a password below:

Email

Password   Password Guide

Confirm Password

Next Step

RESIDENT EXPERIENCE (CONTINUED)

Once the resident clicks **Next Step**, they will need to accept the **Terms of Service**.

Upon acceptance, they will receive their WiFi Network Name and Passphrase, with instructions describing how to connect.
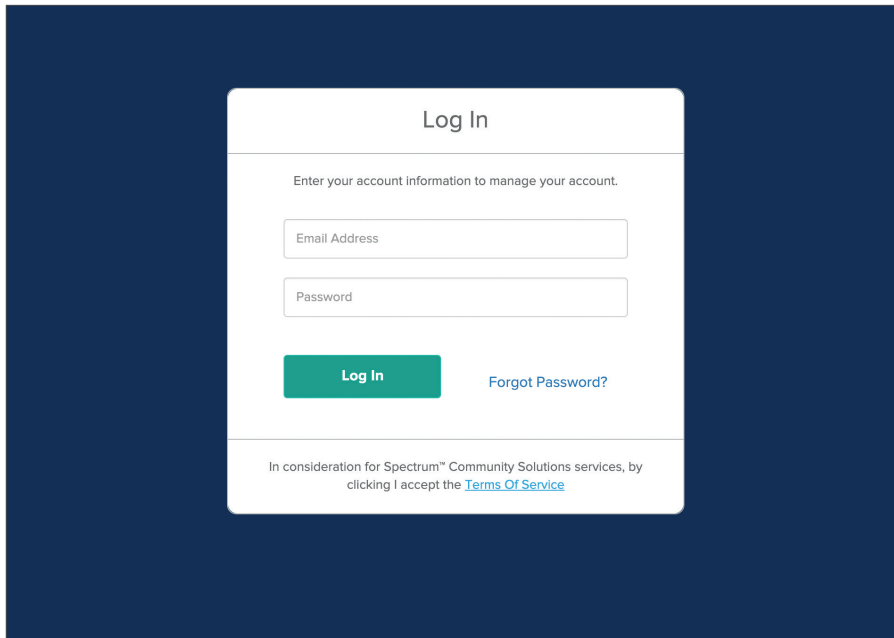
LOG IN TO THE DEVICE MANAGEMENT PORTAL

The resident's **Device Management Portal** enables a resident to add browserless devices such as Rokus, Xboxes, and other devices that can't display a splash page. Following the steps listed earlier in **Set Up an Account** on page 40, the resident will be able to log in to the **Device Management Portal** using their email (which will function as their username) and password.

Log In

Enter your account information to manage your account.

Email Address

Password

[Log In]   Forgot Password?

In consideration for Spectrum™ Community Solutions services, by clicking I accept the Terms Of Service

LOG ON TO THE WIFI NETWORK

Your resident will be instructed to do the following:

1. Open their device's **WiFi settings**.

2. Select their WiFi network and enter in their WiFi Passphrase. Their WiFi Passphrase can be found in the registration email when registering for WiFi access.

3. Open a web browser from their device onto any website. They will be directed to a sign-in page, where they can enter the username and password they created during registration. Their username should be their email address.

4. Select **Connect**.

TIP: Once residents have their SSIDs and Passphrases, they can connect to the network from any browser-based device. Residents do not have to log in to the Device Management Portal to receive access to the network.

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ADD A BROWSERLESS DEVICE

In the event that your resident wishes to add wireless devices that do not utilize browsers (such as printers or smart TVs) to their network, they should start by using the link provided in the Welcome Email to navigate to the **Resident Device Management Portal**.
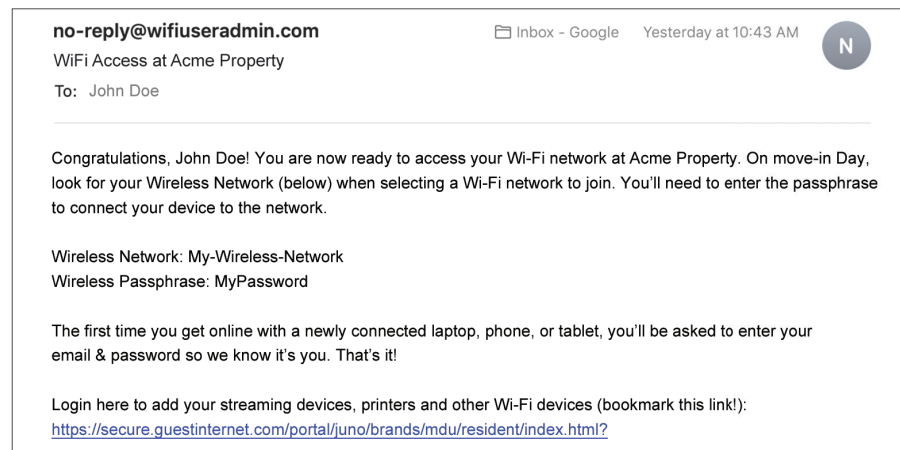
In order to add a device, the resident will need their device's MAC address. They should be able to locate their MAC address by referring to their device's support information.

• Your resident should visit the link provided in the initial Welcome Email using their smartphone or computer and sign in using their username and password.

• Your resident should select **Add Device** and enter a nickname for their device as well as the corresponding MAC address.

EDIT A DEVICE NAME

Your resident will log in to the **Device Management Portal** using the unique link provided during registration. (See **Log In to the Device Management Portal** on page 44 for additional details.)

Note: To resend the link, the property manager can navigate to the resident's account in Spectrum Community Solutions Site Manager and click **Resend Network Passphrase**.

From the dashboard, your resident will click **Edit** next to the device. Then, they should proceed to edit the desired information and click **Add Device**.
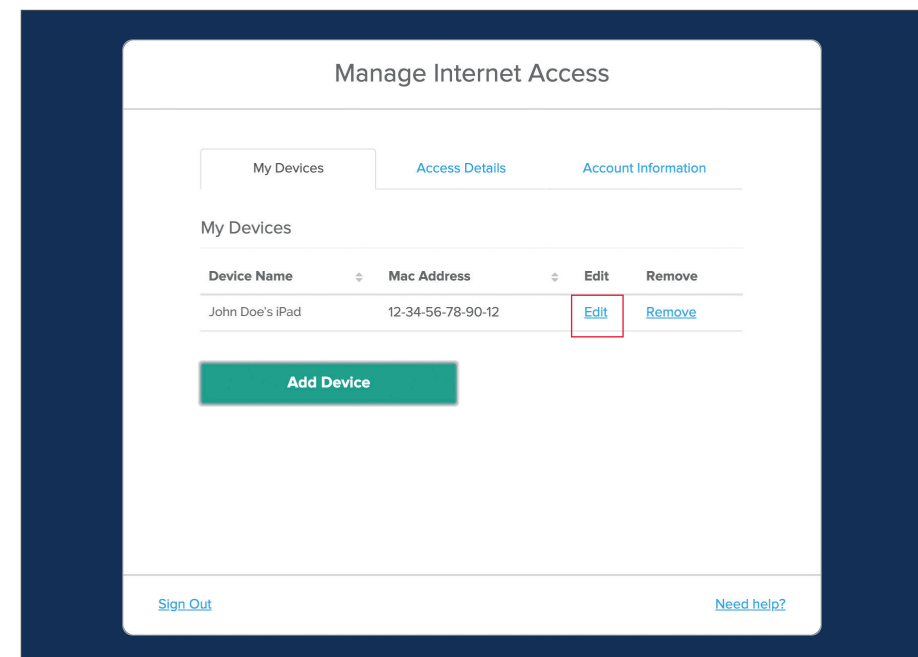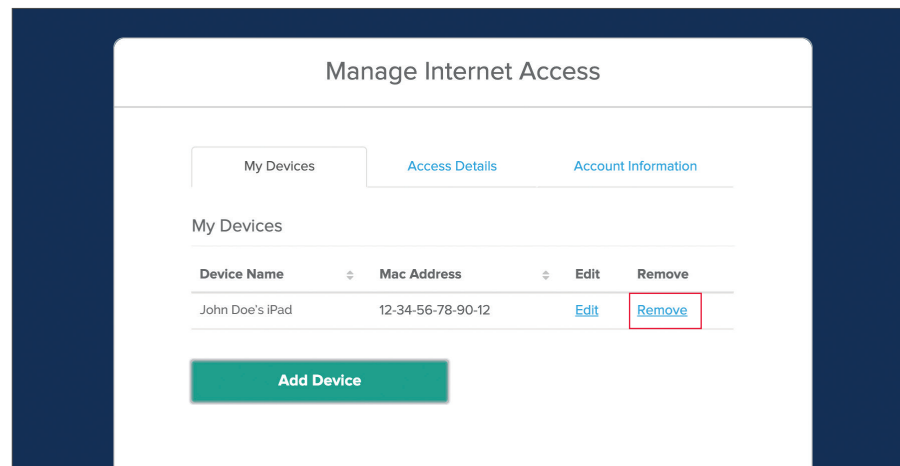
REMOVE A DEVICE FROM THE NETWORK

Your resident will log in to the **Device Management Portal** using the unique link provided during registration. (See **Log In to the Device Management Portal** on page 44 for additional details.)

NOTE: To resend the link, the property manager can navigate to the resident's account in Spectrum Community Solutions Site Manager and click **Resend Network Passphrase**.

From the **Dashboard**, your resident can click **Remove** next to the device.

RESET A RESIDENT DEVICE MANAGEMENT PORTAL PASSWORD

Your resident should navigate to the unique link provided during registration.

NOTE: To resend the link, the property manager can navigate to the resident's account in Spectrum Community Solutions Site Manager and click **Resend Network Passphrase**.

Click **Forgot Password** and follow the prompts.

FIND WIFI NETWORK NAME AND PASSPHRASE

Your resident should log in to the **Device Management Portal** using the unique link provided during registration. (See **Log In to the Device Management Portal** on page 44 for additional details.)

Note: To resend the link, the property manager can navigate to the resident's account in Spectrum Community Solutions Site Manager and click **Resend Network Passphrase**.
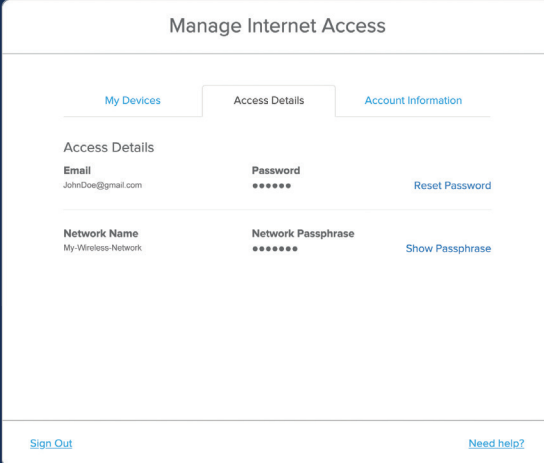
Your resident should click **Access Details** to view network access details. Then, they should click **Show Passphrase** next to **Network Passphrase** to unhide the network passphrase.
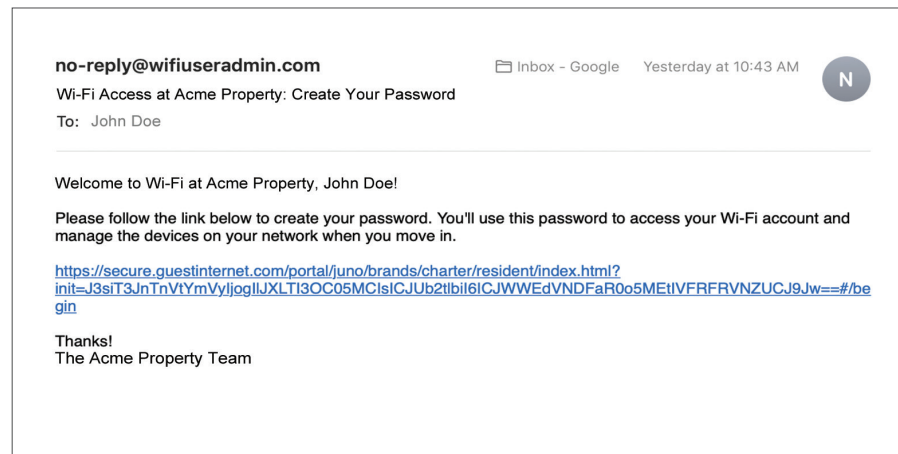

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RETRIEVE THE RESIDENT'S LOGIN LINK

In order to retrieve their login link, the resident can search for an email from *no-reply@wifiuseradmin.com* to find the link in their Welcome Email. If this cannot be found, the resident should contact property management and ask them to click **Resend Network Passphrase** in the resident's account profile. This will resend the Welcome Email to the email address on file.

no-reply@wifiuseradmin.com   📁 Inbox – Google   Yesterday at 10:43 AM   N

Wi-Fi Access at Acme Property: Create Your Password

To: John Doe

Welcome to Wi-Fi at Acme Property, John Doe!

Please follow the link below to create your password. You'll use this password to access your Wi-Fi account and manage the devices on your network when you move in.

https://secure.guestinternet.com/portal/juno/brands/charter/resident/index.html?
init=J3siT3JnTnVtYmVyIjogIlJXLTl3OC05MClsICJUb2tlbiI6ICJWWEdVNDFaR0o5MEtIVFRFRVNZUCJ9Jw==#/begin

Thanks!
The Acme Property Team

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SOLUTIONS

Can't find what you're looking for?

If you're a Property Manager looking to receive Customer Support to navigate Spectrum Community Solutions Site Manager, **call 1-877-647-7732**.

If you're providing help for a resident who needs technical support or has unanswered questions, please direct them to **call 1-855-895-5302**.