# Welcome to Community Wi-Fi.

Get started using your new Midco Properties® service.

You're in the driver's seat now. Use the Uprise Portal to self-manage the tenant move-in and move-out process and provide troubleshooting for a seamless experience. You can also use the portal to set up and maintain your community and property Wi-Fi networks.

Uprise Portal Login: **Gamma.Uprise.Plume.com/Login**
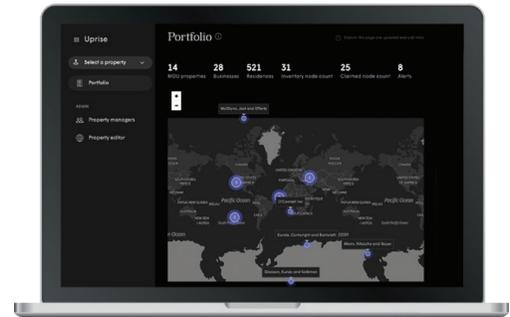
Flip for tenant management instructions or scan the QR code for property Wi-Fi and unit setup and management support.

1.800.571.5463

MIDCO PROPERTIES®

Managing Tenants

Whether planned or unplanned, residents come and go. Use the Uprise Portal to easily create new tenants or clear units when someone ends a lease.

How to Create a New Tenant

1. Log into the Uprise Portal.
2. Select the **Property** the tenant will be moving into.
3. On the Property Editor page, select **View Property**.
4. Select the **Property** from the Property dropdown on the navigation pane.
5. Select Units from the navigation pane.
   – You can also do this from the Tenants page using the Add a tenant option. The **Create a new tenant** dialog box will pop up.
6. From the list, locate the unit the tenant will be moving into and then click on the : at the end of the row.
7. Select the **Add resident**.
8. Complete the tenant details in the pop-up and then select **Submit**.
   – This will trigger a welcome email to the tenant. The app links in the email will direct the tenant to download the HomePass mobile app to set up and connect their Wi-Fi.

How to Move Out a Tenant

1. Log into the Uprise Portal.
2. Navigate to either the **Units** or **Tenants** tab.
3. Locate the tenant unit they are moving out of, or locate the tenant record.
4. Select the : next to the Unit or Tenant and select **Delete resident** option. The Unit status will change to unassigned and will be ready for a new tenant to move in. The tenant record will be removed from the tenant tab.

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