Community Wi-Fi 360

Property Manager Quick Start Guide

Get the most out of your Midco® Community Wi-Fi 360 service with these handy instructions for the administrative portal.

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Let's Live Connected

Thanks for choosing Midco for your property's Wi-Fi solution!

Your experience with this service matters to us. We hope you find that this quick start guide is a helpful tool to get you going with this service.

We have even more tips and tools at **Midco.com/PropertySupport**, where you can learn more about different features, read common questions and answers, and get tips about your services. This is where you can also access user guides and upgrade information for your residents.

Remember, if you, your guests or residents need quick access to a network, your property comes with free, public Wi-Fi – look for your property's Wi-Fi on your network list. However, we don't recommend using the public network for extended use since its speeds are limited and it's not as secure as our per-unit connectivity.

If you do run into issues, contact our business solutions support experts for questions and assistance at 1.800.888.1300.

Login and Passwords

Login

1. Go to the Midco Community Wi-Fi 360 admin portal, which is available online at **MidcoPropertyWiFi.com/Admin**.
2. On the login screen, enter your **username (email)** and **password**. Your initial password is provided by Midco.
3. Check the **reCAPTCHA box** to confirm that you are not a robot.
4. Click **Login**.
5. After you've logged in, change your password to one that's unique to you. For your security, we recommend using the following parameters:
   - Your new password should be 10-15 characters in length, include one number, one letter and one special character.
   - Passwords should not have the same number or digit repeated three times in a row.
   - Passwords should not be a numeric sequence, such as 0123456789.
   - Passwords should not contain, or match part of, a telephone number associated with this account.

Change Password

To change your portal password:

1. Using the left menu, navigate to your **Profile**.
2. Type in a **new password** in the Password field.
3. Click **Update Profile** to save your changes.

Profile Information

To update your profile information:

1. Using the left menu, navigate to your **Profile**. From there, use the appropriate fields to update your:

    - Name

    - Business Phone Number

    - Cell/Mobile Number

2. Click **Update Profile** to save your changes.

    - To update your username/email, contact Midco at 1.800.888.1300.

Create and Send Vouchers

The Community Wi-Fi 360 voucher system allows property managers to create individual resident accounts based on a specific unit number. Each resident will receive a voucher upon move-in and they'll use that code to setup their own account, password, PIN and devices on their portal at **MidcoPropertyWiFi.com**.

Administrators can create vouchers using one of two methods:

- Manual Entry
- Bulk Entry

Note that a Midco representative likely uploaded an initial batch during client fulfillment, but you can use these instructions to make updates as resident information changes.

Manual Entry

You can create or edit vouchers one at a time one of two ways.

To manually create a single voucher using Unit List:

1. Click **Unit List** in the left menu.
2. Enter a **unit number** in the search bar or scroll to find it in the table.
3. Once the unit information appears, click the green **ticket button** in the Voucher column.
4. Fill in remaining information for the voucher and verify the **valid from date**.
    - The valid from date is the resident's move in date. When the new resident uses their voucher, it will disable any previous resident devices.
5. Click **Create Voucher(s)**. The new resident will automatically receive their voucher information via text and/or email depending on their preferences.

1. Click **Create Vouchers** in the left menu.

2. Use the **Property** dropdown to select a one from the list.

3. Add one or more unit using the **Unit(s)** dropdown. If you select more than one unit, you can manage and fill out multiple vouchers.

4. Fill in remaining information for each voucher and verify the **valid from date.**

    - The valid from date is the resident's move in date. When the new resident uses their voucher, it will disable any previous resident devices.

5. Click **Create Voucher(s)**. The new resident will automatically receive their voucher information via text and/or email depending on their preferences.

Bulk Entry

To create multiple vouchers at once:

1. Click **Create Vouchers** in the left menu.
2. Use the **Property** dropdown to select a one from the list.
3. Under Create Multiple Vouchers, click **Download CSV Template File**.
    - The CSV Template File is a dynamically created file with information automatically filled in for each property unit that exists in your portal system. You should delete any **rows** that don't need a voucher created for the unit.
4. Open the CSV file from your downloads and update it.
    - Fill in the **resident information** in columns A through C.
    - If needed, change **communication preferences** in columns D and E.
    - Do not edit columns F, G or I or delete any columns.
    - If needed, change the **valid from date** (move in date) of the resident in column H.
5. Save the **CSV**.
6. Return to your portal and click **Browse**. Navigate to the file you saved, select it and click **Open**. Your file name will appear in the box.
7. Click **Import Voucher(s)**. The new residents will automatically receive their voucher information via text and/or email depending on their communication preferences.
    - If your file fails to upload, double check your data. Check that your emails are formatted correctly, and all residents must have first and last names.

Manage Voucher Codes

To resend a resident voucher code:

1. Using the left menu, navigate to **Voucher List**.

2. Select **voucher(s)** from the table.

3. Click the **Mass SMS/Email Selected** tab and click **Yes** to confirm when the message appears. The resident(s) will automatically receive their voucher information via text and/or email depending on their communication preferences.

To print a resident voucher code:

1. Using the left menu, navigate to **Voucher List**.

2. Select **voucher(s)** from the table.

3. Click the **Print Selected Vouchers** tab and click **Print** to confirm when the message appears.

4. Click **Print** again in your browser print window.

To delete a voucher code:

1. Using the left menu, navigate to **Voucher List**.

2. Select **voucher(s)** from the table.

3. Click **Delete Selected** and click **Yes** to confirm when the message appears. Note that deleting a voucher will not delete the resident or user associated with that code.

To delete a resident or user (and any associated vouchers):

1. Using the left menu, navigate to **User List**.

2. Select the **user** from the table.

3. Click **Delete**.

Resident Support

1. Using the left menu, navigate to **User List**.
2. Click **Edit** beside the appropriate user.
3. In the Add User Device section, fill in the information about the user's device:
    - MAC Address: This is the media access control (MAC) or Wi-Fi address of the device. It is an alphanumeric ID in this format: A1:B3:E5:19:6F:BB.
    - Device Name: Enter the nickname they'd like to use for their device.
    - Device Description (Optional): Provide an additional device description.
4. Click **Add Device**. The resident's device will now appear in their portal – where they can edit and manage preferences. In order to use their device, the resident will also need to connect to the property Wi-Fi network.
    - If their device does not connect, try turning it off, waiting a few minutes and turning it back on again. If they continue to have issues connecting devices, residents can contact Midco at 1.800.571.5463.

1. Using the left menu, navigate to **User List**.
2. Click **Edit** beside the appropriate user.
3. In the main information section, find and select **Reset Password**. It will automatically select Send via SMS and Send via Email.
4. Click **Update User**. The resident will automatically receive an email and/or text message with a link to reset their password.

Online Resources

Helpful Tools and Tips

Your experience with Midco matters to us. We want to help you get the most out of your services. We offer many helpful tools and resources for you at **Midco.com/Business**. Check it out today!

Midco.com/PropertySupport: Visit our online library of helpful tools and information for you, including the most commonly requested resources.

My Account and Bill Pay

Midco.com/Business/MyAccount:

- View and pay your current and past bills online. Set up auto pay or make a one-time payment. Don't forget to go green by enrolling in e-statements.
- Sign up to receive email and texts about service maintenance and your account.

Policies

Midco provides Community Wi-Fi 360 service to our customers subject to policies established for the protection of our users, our company and our communities. Visit **Midco.com/Legal**, which include these and others:

- Acceptable Use Policy
- Phone Service Terms and Conditions
- Cable, Internet and Phone Subscriber Privacy Notice
- Online Privacy Policy
- 24/7 Support

Have a question? Let us know! Reach out to us around-the-clock at 1.800.888.1300. We also offer customer service by email, live online chat and social media, and at our local Customer Experience Centers during regular business hours. Just visit **Midco.com/Business/Contact**.