



MIDCO  
PROPERTIES™

# Community Wi-Fi 360

## **Resident Quick Start Guide**

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



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## Let's Live Connected

At your residence, you get a great mix – a tremendous location and top amenities – including Midco Community Wi-Fi 360 services. Each unit comes with Midco Wi-Fi built in, so you can start enjoying your new services right away.

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

Remember, if you or your guests 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.

We have even more tips and tools at [Midco.com/ConnectedLife](https://www.midco.com/ConnectedLife), where you can learn more about different features, learn about how to upgrade and add on services – and get tips about your current services.

If you do run into issues, contact our property solutions support specialists for questions and assistance at 1.800.571.5463.

# Login and Passwords

## First Time Login

1. If you're on-site, find and select your **property's Wi-Fi network** (or SSID) from your list of available networks. Enter the network password:  
**midcowifi!**
  - If your browser doesn't redirect to the login site automatically, visit **MidcoPropertyWiFi.com**.
  - Note: This network will be different from your public guest network.
2. On the login screen, click **Voucher Code Entry**.
3. Enter the **voucher code** provided to you by your property manager.
  - Not sure where your voucher code is? Check your email or text messages – your property manager might have sent your information when you signed a lease. If you don't have a voucher code, contact your property manager.
4. Check the **box** to agree to the user Terms and Conditions and click **Continue**.
5. After you've logged in, find the **Your Details** section to change your password to one that's unique to you.
6. Type in a **new password** in the Password field. Type it again in the **Confirm Password** field. 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.

7. Enter in a unique, four-digit **PIN code** in the PIN field. Make sure to choose a number that's easy to remember – you'll need to know it whenever you call Midco for support.
8. Click **Save Your Details**.

## Subsequent Logins

1. Go to the Midco Community Wi-Fi 360 resident portal, which is available online at **MidcoPropertyWiFi.com**.
2. On the login screen, enter your **username (email)** and **password**.
3. Check the **box** to agree to user Terms and Conditions and click **Continue**.

## Change Password

To change your portal password:

1. In the top right-hand corner, select the **hamburger menu** or **dropdown arrow** and go to **Profile Settings**.
2. Type in a **new password** in the Password field. Type it again in the Confirm Password field.
3. If it's not automatically filled in, enter in your four-digit **PIN code** in the PIN field.
4. Click **Update Your Details**.

# Managing Devices

## Add Devices

To add a browser-enabled device (such as a smartphone or tablet):

1. Log in to your Community Wi-Fi 360 portal at **MidcoPropertyWiFi.com** on your device.
  - Once you've logged in on that device, your portal will automatically register and add it to your device list.

To add a device without browsing capabilities (such as a printer or gaming console):

1. Log in to your Community Wi-Fi 360 portal at **MidcoPropertyWiFi.com** on a connected device.
2. Under the **Add Device** section, fill in the information about your 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 you'd like to use for your device.
  - **Device Description (Optional):** Provide an additional device description.
3. Click **Add Device**. If your device does not automatically connect, try turning it off, waiting a few minutes and turning it back on again. If you continue to have issues connecting devices, contact Midco at 1.800.571.5463.

## Update Devices

To activate or deactivate a device:

1. On the main screen, find the **Manage Devices** section.
2. Select the **device** by clicking the box next to it or enter the **device name or description** into the Search bar.
3. Click **Activate** or **Deactivate** and select **Yes** to confirm when the message appears.

To update device settings:

1. On the main screen, find the **Manage Devices** section.
2. Select the **device** by clicking the box next to it or enter the **device name or description** into the Search bar.
3. Update information as needed and click **Update** to save your changes.

To delete a device from your portal:

1. On the main screen, find the **Manage Devices** section.
2. Select the **device** by clicking the box next to it or enter the **device name or description** into the Search bar.
3. Click **Delete** and click **Yes** to confirm when the message appears.

# 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/ConnectedLife**. Check it out today!

## 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 1.800.571.5463. 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/Contact**.