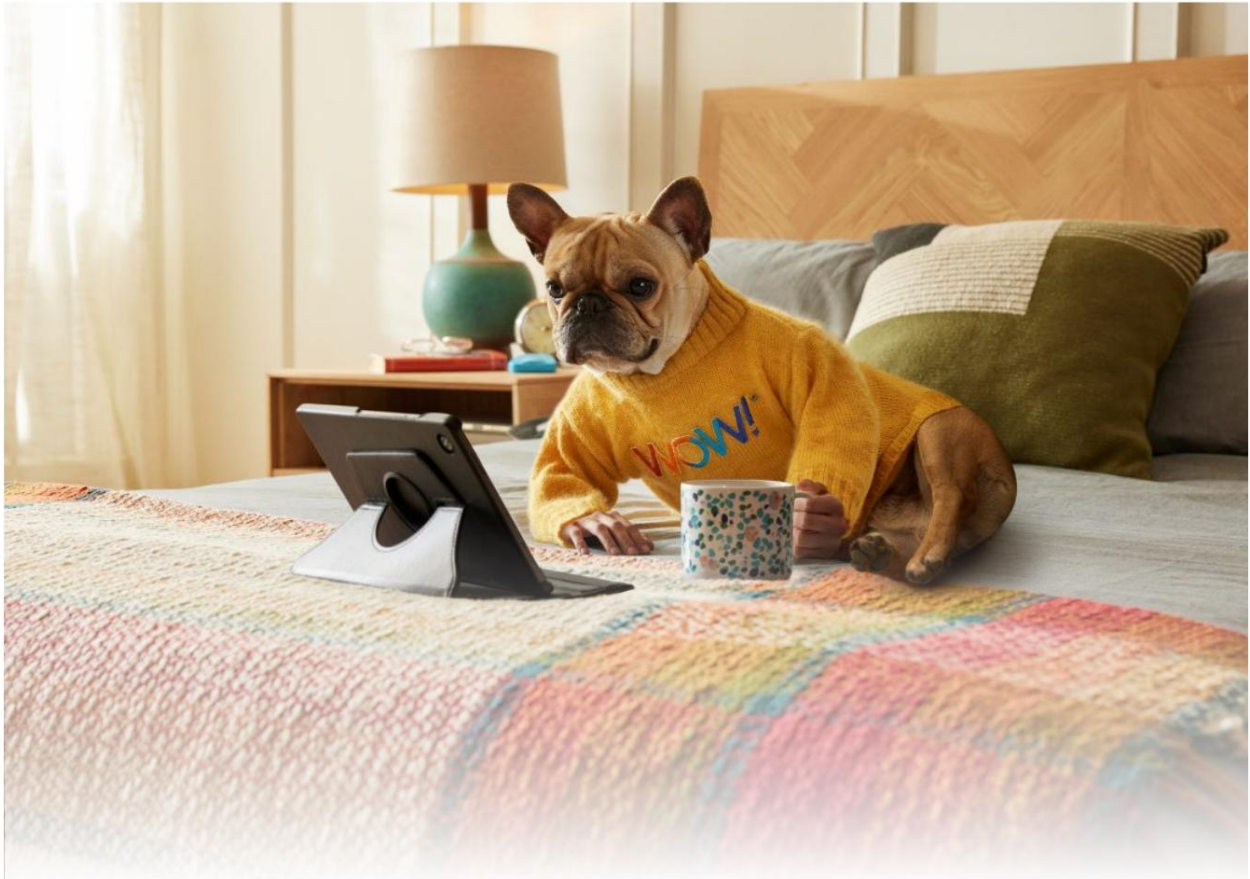




WOW! Ready

Guide for Property Managers

WOW![®]

WOW! Ready Guide for Property Managers

WOW! Ready simplifies the deployment and oversight of WOW! WiFi for your residents. This guide will provide an overview of its capabilities, details on how to assist residents as they move in, move out, and support contacts if you have questions about WiFi in a community equipped with eero devices.

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What is WOW! Ready?

WOW! Ready provides new tools and capabilities to manage the WiFi networks in your community. It combines WOW!'s top-rated Internet services with industry-leading eero devices and tools to bring you WiFi that's easy to set up and reliable to use.

Move-In Ready Internet

When WOW! installs bulk Internet service and equipment at your community, we'll provide equipment for each individual residence: either a Fiber Terminal + eero WiFi Access Point or a Modem + eero WiFi Access Point. You'll use the eero Insight Property Manager Portal to manage WiFi access at move-in and move-out. Residents will connect to WiFi instantly the day they move in, with no appointments and no waiting. This tool also provides a dashboard with real-time performance insights, proactive alerts, and easy troubleshooting. You'll even have visibility across multiple properties.

Optimized Performance

A WiFi network with WOW! Ready also ensures fast, reliable WiFi performance in a dense environment. eero's automatic channel selection (ACS) optimizes for radio frequency density in MDU environments and ensures that networks in proximity use clean, available RF channels. This creates a self-optimizing, self-healing WiFi network with the best WiFi performance for your residents.

Smart-Building WiFi

Smart building infrastructure for WiFi-connected thermostats, sensors, door locks, intercoms, and other IoT devices is key in today's communities. The Community-Wide IoT SSID feature enables all eero devices to broadcast a common SSID, creating a property-wide WiFi network for IoT devices. Simply turn on the network to make your property "smart ready."

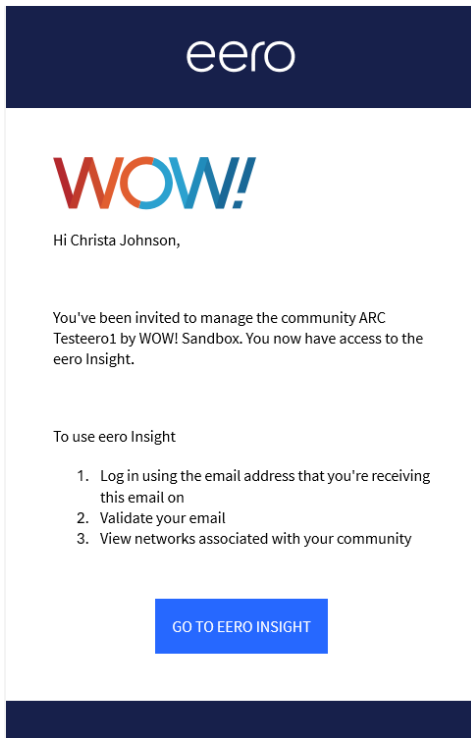
Software Integrations

The eero Insight Property Manager capabilities integrate directly into property management platforms like RealPage and Entrata. This option eliminates the need to "swivel chair" between systems. You can make managing resident transitions simple and efficient with end-to-end automation, always ensuring that your property management software is the source of truth for resident WiFi access.

Accessing the Property Manager Portal

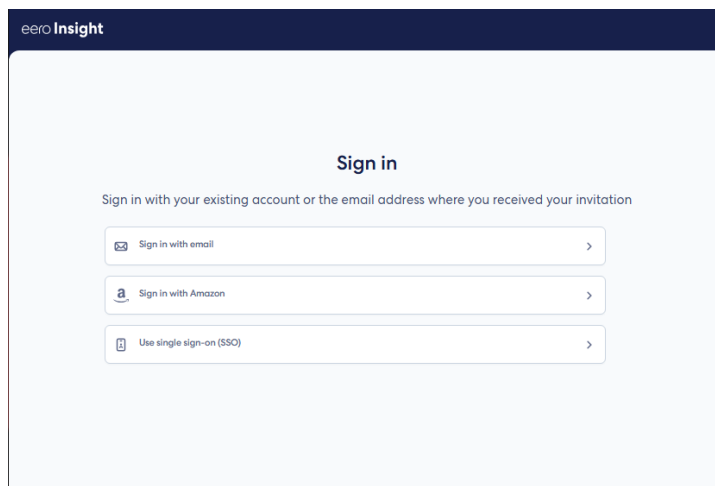
Receiving an Invitation

WOW! will set up portal access for any property representatives in collaboration with your team. Welcome emails to the eero Insight Property Manager Portal will then be sent that provide instructions on how to access the portal.



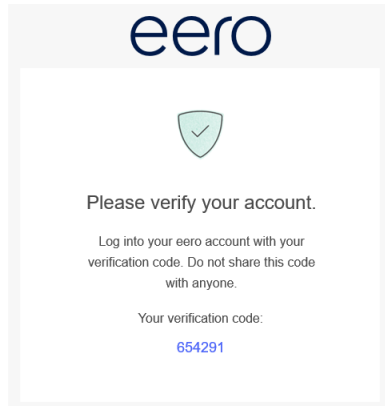
Logging into the Property Manager Portal

1. Click on **Go to eero Insight** to get to the eero Insight log-in screen.
(we recommend you bookmark this screen for easy access in the future)



2. Select **Sign in with email** and enter your email to begin the login process.

3. Eero uses two-factor authentication, so they'll send you a verification code next. Look for an email from eero titled **Verify your eero account**.



4. Enter the verification code into the space provided on your browser screen.

A screenshot of the eero Insight "Verify your email" screen. The header is "eero Insight" with a "Back to sign in" link. The main heading is "Verify your email" with the subtext "We'll send a verification code to this address." Below this is a text input field labeled "Enter email address" and a "Send code" button. At the bottom, there is a small disclaimer: "By signing in, you agree to the eero Terms of Service and Subscription Terms of Service for your country. See the eero Privacy Notice for your country. Additional information for US customers."

5. After logging in you'll arrive at the portal's home page where you can see all the communities to which you've been invited.

A screenshot of the eero Insight "Managed communities" page. The header is "eero Insight" with a user profile icon labeled "CH". The main heading is "Managed communities". Below it is a search bar labeled "Search by community name or community identif...". The table below lists two communities.

Community #1	Community identifier	IoT SSID	Description
Created on Aug 13, 2025	Z0001	Enabled	256387-01, 555-555-5555
Community #2	Community identifier	IoT SSID	Description
Created on Aug 1, 2025	Z1003	Enabled	256380-01, 555-555-5555

List of Accessible Communities

The Property Manager Portal allows property representatives to view and manage all communities to which they’ve been invited. Each property you have access to will be visible on this list.

eero Insight



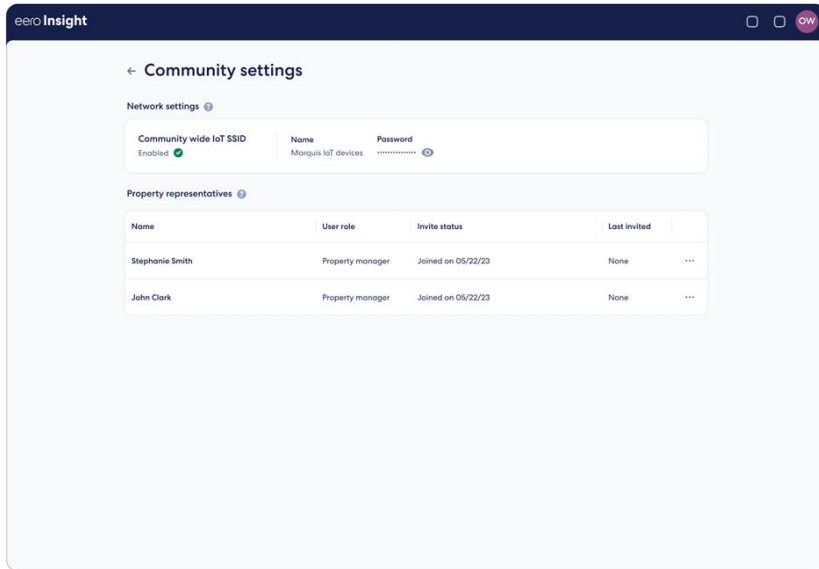
Managed communities

 Search by community name or community identif...

Community #1 Created on Aug 13, 2025	Community identifier Z0001	IoT SSID Enabled	Description 256387-01, 555-555-5555
Community #2 Created on Aug 1, 2025	Community identifier Z1003	IoT SSID Enabled	Description 256380-01, 555-555-5555

Community Settings

Community Settings impact all eero WiFi networks within a given community. WOW! will establish your initial settings in collaboration with your team and property representatives can manage them directly thereafter. Due to their impact on all WiFi networks within your community, please manage them with care. Contact your Account Manager if you need support or have questions.



Community-wide IoT SSID

The community-wide IoT SSID provided with WOW! Ready broadcasts a common SSID (WiFi network) from all eero devices within a community and facilitates a smart building/smart apartment experience. This network should be utilized only for property-owned IoT devices such as door locks, sensors, HVAC systems, thermostats, etc.

Once the IoT SSID has been enabled, please consult your IoT partner for questions on connecting your devices to the IoT SSID. The IoT SSID password should be safeguarded and NOT provided to residents, visitors, contractors, or other unauthorized users for security reasons.

How to Manage IoT SSID Settings

Your WOW! Account Manager will enable this setting when creating your community in WOW! Ready and create a default Name and Password. Property representatives with access to your community may edit the IoT network thereafter:

1. Select your community from the list of available communities.

2. Select **Community Settings** in the top right corner of the community home page.

Residence #	Description	Network owner status	Connection status	Network type	Move-in date
Apt_B	123_main_st_tucker	Vacant	Online	Community	None
Apt_F	123_main_st_tucker_georgia_30067	Unverified owner	Online	Community	Aug 27, 2025

3. In the **IoT SSID** area of **Network Settings**, select **Edit**:

IoT SSID ? Enabled ✓

Name: IoTNetwork Password: [masked] 👁 [Edit](#)

- a. Click the **IoT SSID toggle** to enable or disable the community-wide IoT network.
Note: Disabling this feature will disconnect all IoT devices from the internet.
- b. Edit the Name and Password as needed
Note: IoT devices will need to be updated with new names/passwords to retain their connect to the internet.

4. Select **Save** to implement changes.

IoT SSID ? Enabled Cancel Save

Name and password

Name: IoTNetwork Password: [masked] 👁

Property Management System Integration

The WOW!/eero Property Manager capabilities integrate directly into property management systems like RealPage and Entrata. These integrations allow eero to automatically source resident and unit data, reducing manual work and ensuring accurate network assignments. With a PMS integration, resident transitions for WiFi networks - such as move-ins and move-outs - are tied directly to leasing events in the PMS, ensuring apartments are WiFi-ready at turnover and improving overall data hygiene. If the PMS is unavailable or an integration issue occurs, property representatives can still manage resident access manually in the Property Manager Portal, ensuring uninterrupted service.

To start an integration, please contact your WOW! Account Manager.

Property Representatives List

A list of property representatives who can access the community via the Property Manager Portal is provided in the **Community Settings** area. Contact your Account Manager if you need someone to be added or removed from this list.

← Community settings

Network settings ⓘ

Community wide IoT SSID

Enabled

Name

Marquis IoT devices

Password

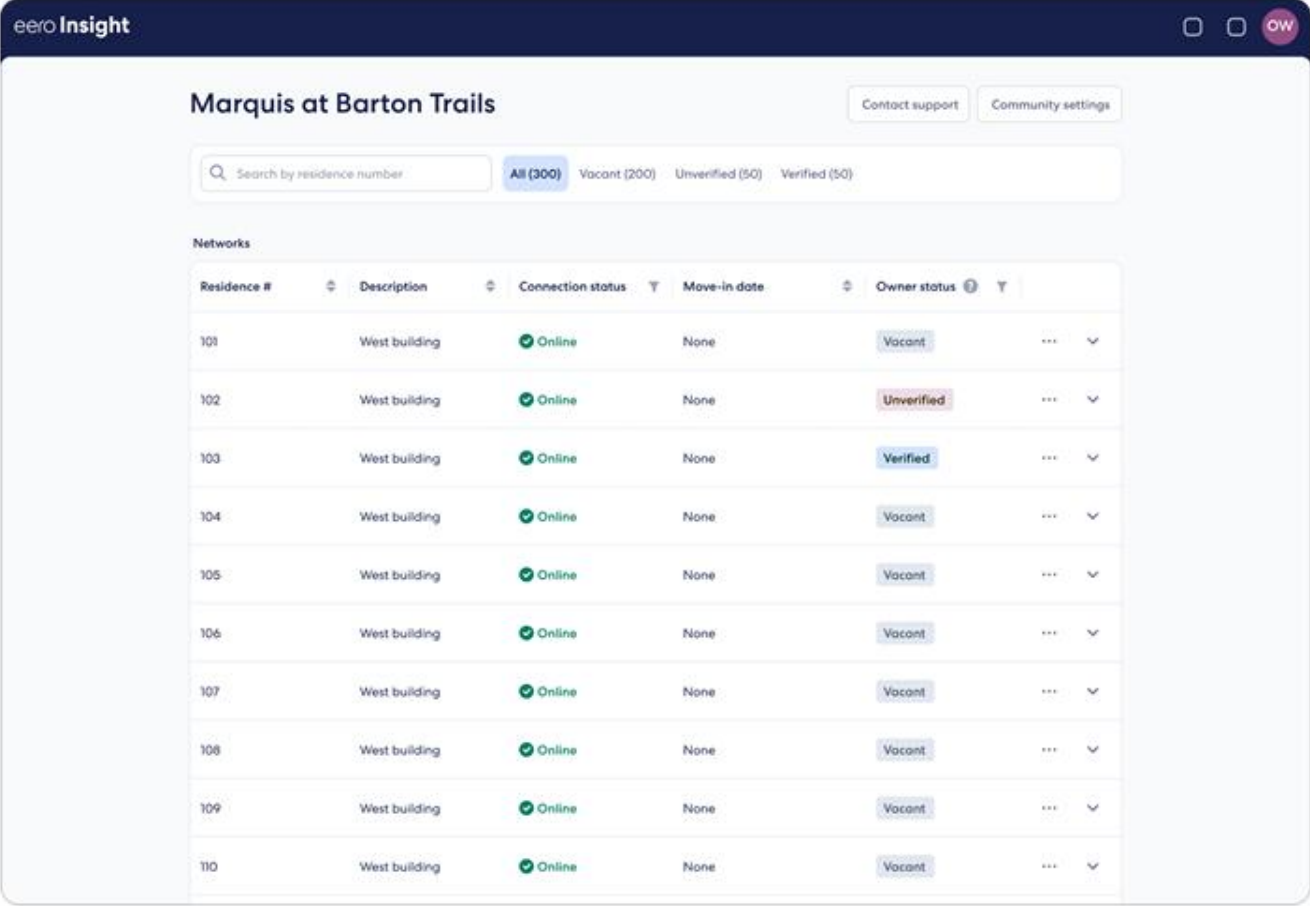
Property representatives ⓘ

Name	User role	Invite status	Last invited	
Stephanie Smith	Property manager	Joined on 05/22/23	None	...
John Clark	Property manager	Joined on 05/22/23	None	...

WiFi Network Details

WiFi Network List

From the community list, clicking on a community allows you view all related WiFi networks.



The screenshot shows the eero Insight web interface for a community named "Marquis at Barton Trails". At the top, there are navigation links for "Contact support" and "Community settings". Below these is a search bar labeled "Search by residence number" and a set of filter tabs: "All (300)", "Vacant (200)", "Unverified (50)", and "Verified (50)". The main content area is titled "Networks" and contains a table with the following columns: "Residence #", "Description", "Connection status", "Move-in date", and "Owner status". The table lists 10 residences, all with the description "West building". The "Connection status" for all is "Online" (indicated by a green checkmark). The "Move-in date" for all is "None". The "Owner status" varies: "Vacant" for residences 101, 104, 105, 106, 107, 108, 109, and 110; and "Unverified" for residence 102. Residence 103 is marked as "Verified". Each row has a three-dot menu icon and a dropdown arrow on the right.

Residence #	Description	Connection status	Move-in date	Owner status
101	West building	Online	None	Vacant
102	West building	Online	None	Unverified
103	West building	Online	None	Verified
104	West building	Online	None	Vacant
105	West building	Online	None	Vacant
106	West building	Online	None	Vacant
107	West building	Online	None	Vacant
108	West building	Online	None	Vacant
109	West building	Online	None	Vacant
110	West building	Online	None	Vacant

- **Residence #:** The unit number or space within the community. Assigned by WOW! during the installation of the eero device.
- **Description:** The street address of the residence associated with the eero device and WiFi network. Assigned by WOW during installation of the eero device.
- **Connection status:** The internet connectivity status of a residence's WiFi network. Provided by eero automatically.
- **Move-in date:** The date when WiFi access is scheduled to be initiated with an incoming resident via an email invitation. Entered by the property representative during move-in management.
- **Owner status:** Whether a residence's WiFi network is linked to a particular resident. Network owner status is important as it indicates whether a WiFi network within the community can be accessed or controlled by a resident. Provided automatically by eero based on the actions taken by the property representative and the resident:
 - **Vacant:** The WiFi network in the residence is not tied to a resident.
 - **Unverified owner:** The property representative has initiated linking the WiFi network to a resident, but the resident has yet to validate their email/phone number.

- **Verified owner:** The WiFi network is linked to a resident and the resident has validated their email/phone number. The resident can access and control the network via the eero mobile app.

WiFi Network Statistics

Property representatives can view each WiFi network's statistics and network owner details by selecting the expansion arrow on the network's row. These details enable properties to stay in touch with the quality of WiFi and the internet speed a resident is receiving. This view also allows properties to confirm that any property-owned IoT devices are internet-connected. You'll have visibility to things like:

- Network owner contact information
- SSIDs (network names) enabled on each network
- the most recent and historic speed test results
- a summary of outages over the past seven days

The screenshot displays the eero Insight dashboard for 'Marquis at Barton Trails'. At the top, there's a search bar and filters for 'All (300)', 'Vacant (200)', 'Unverified (50)', and 'Verified (50)'. Below this is a table of networks with columns for Residence #, Description, Connection status, Move-in date, and Owner status. The first row shows Residence # 101, 'West building', 'Online' status, 'None' move-in date, and 'Vacant' owner status. Expanding this row reveals three sections: Resident information (Customer name: Eunsun Chu, Email address: eunsun@eero.com, Phone number: 123-456-7890, Move-in date: May 5, 2023, App version: App updated (eero-Android 6.38.0)), Additional wifi networks (Main wifi: Enabled, Guest wifi: Disabled, Community-wide IoT wifi: Enabled (2 devices)), and Network statistics (Last speed test: June 12, 2023, 6:39 am, showing download and upload speeds, and an Outages chart for the week).

Residence #	Description	Connection status	Move-in date	Owner status
101	West building	Online	None	Vacant
102	West building	Online	None	Unverified
103	West building	Online	None	Verified

Managing Resident Transitions

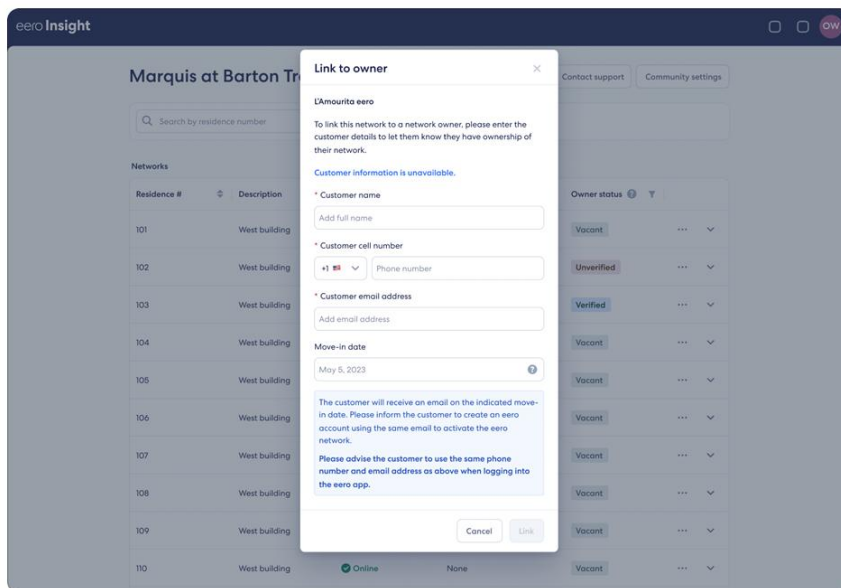
The Property Manager Portal is used to manage WiFi access at move-in and move-out. This process enables residents to connect to WiFi the day they move in, with no appointments and no waiting. Removing access at move-out ensures a prior resident’s private information is removed and protected and that the WiFi network can no longer be accessed.

Move-In: Assigning a Resident to a WiFi Network

Resident access to WiFi begins by “linking” a resident to a specific WiFi network when an email invitation is sent via the Property Manager Portal.

1. Select the community from the list of available communities.
2. Once in the network list, click on the 3 dots on the network’s row and select **Link to Owner**.
3. Enter the resident’s contact information (name, email, phone number, move-in date) and select **Link**.
4. The email invitation will be sent on the move-in date entered. The default move-in date is the current day but a future date can also be set to coincide with a later move-in.

Once the email has been sent to the resident, the **Owner status** will change from **Vacant** to **Unverified owner**.



Move-In: WiFi Network Activation by Residents

On the Move-In Date, residents will receive an email invitation with activation instructions, the default WiFi network name and an auto-generated password. They'll be able to access the internet via WiFi once all steps are completed.

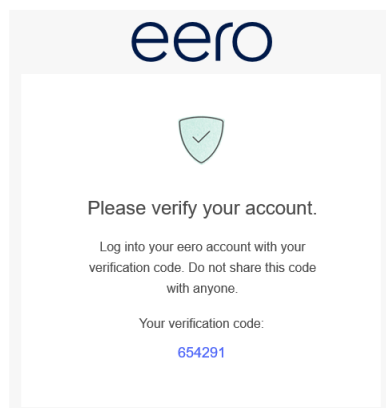
Residents follow these steps to access WiFi:

1. Open the email titled **Action required: Finish setting up your network from WOW! in the eero app.**



2. On a mobile device, download the eero app in the App Store or Google Play.
3. Create an account using the email to which the activation email was sent (or login to an existing eero account that uses this email address).
4. Tap Next.
5. Eero uses two-factor authentication, so a verification code will be sent next.

Look for an email from eero titled **Verify your eero account.**



6. Enter the verification code into the space provided in the app.
7. Once the email address has been verified, WiFi may be accessed using the default ID and password, however for best security the WiFi network name and password should be customized.
8. Customize the network in the eero app by selecting **Settings**:
 - a. Select **WiFi name & password** to customize the WiFi Network Name and password. Then use this new information to login to WiFi.
 - b. Select **Guest wifi network** to create a Guest Network for an additional layer of security

Note: eero uses a user's phone number as the primary identifier. If a resident has an existing eero account, eero will use the phone number entered when assigning the WiFi Network to identify the account. The WiFi invitation will then be sent to the email address linked to that phone number, even if this is different than the address you originally entered. If the resident does not receive the invitation at the email address you entered, ask them to login with their phone number at <https://account.eero.com/login> and update their information as needed.

The WiFi network will remain inactive and cannot be accessed until the resident's email address is verified. This ensures network security, prevents unauthorized use of the network, and reduces the risk of fraud. Once the email is verified, the network ownership status in the Property Manager Portal will change from **Unverified owner** to **Verified owner**.

Each WiFi network will automatically receive eero security features:

- Automatic software & security updates
- Encryption between the resident and the cloud
- Data exchanges only with eero services
- Proprietary eero firewall
- Secured device information

Additional security can also be added by the resident by selecting **Advanced Security** on the app home screen and performing setup steps for the desired protections. (additional charges will apply and be billed directly to the resident)

Move-In: Resending the Activation Email or Changing Recipient Email

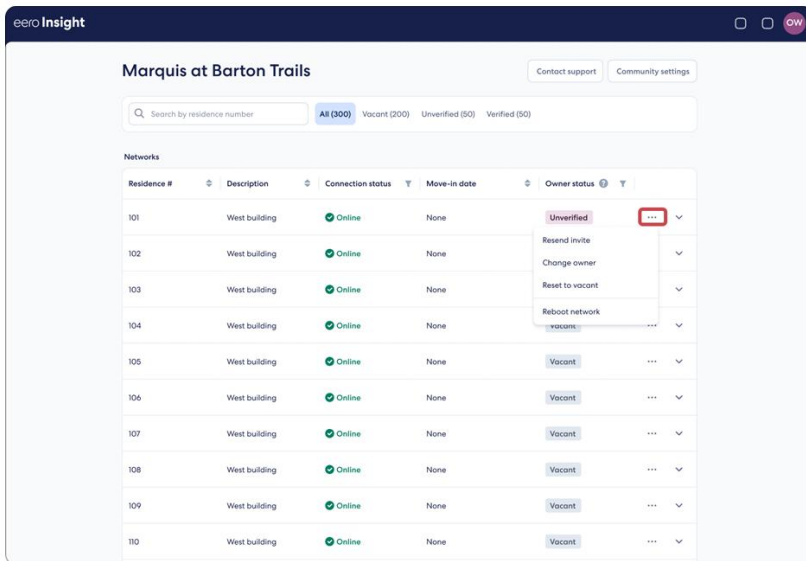
If the resident has not received the email, the property representative can resend the email or change the recipient email:

Resending an invitation

1. In the network list, click on the 3 dots on the network's row and select **Resend invite**.
2. The email will be sent automatically.

Changing the owner or updating the recipient email address

1. In the network list, click on the 3 dots on the network's row and select **Change owner**.
2. In response to the message that requests verification of the transfer of ownership, select **Link**.
3. Enter the resident's contact information (name, email, phone number, move-in date) and select **Link**.
4. Once the email has been sent to the resident, the **Owner status** will change from **Vacant** to **Unverified owner**

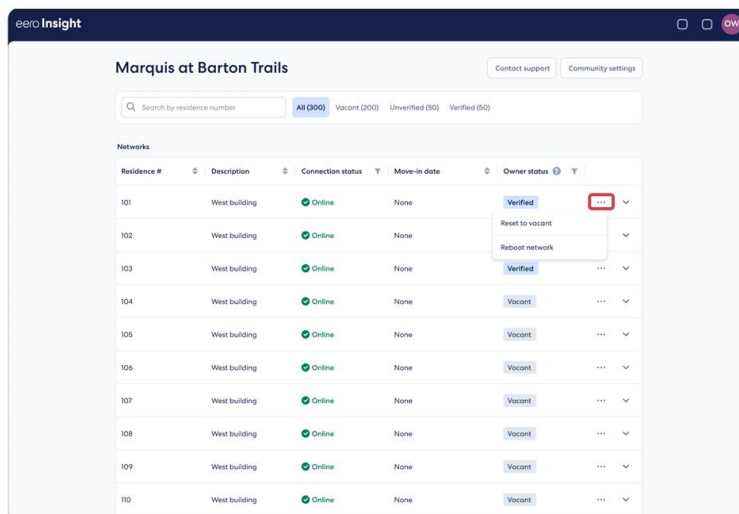


Move-Out: Reverting a WiFi Network to Vacant

When a resident moves out, the WiFi network status is reverted to Vacant to delete all prior resident settings, profiles, and data and maintain data privacy and security. When these default settings are restored, the prior resident no longer has access to the network, the next resident will use new network credentials and they will also not see prior resident data.

The network will remain in the Vacant state until the next resident is linked to a network and activates the network with their new credentials. While in this Vacant state, any property-wide IoT SSIDs will continue to be broadcasted from the network, ensuring that community-owned IoT devices remain connected to the internet.

1. In the network list, click on the 3 dots on the network's row and select **Reset to Vacant**.



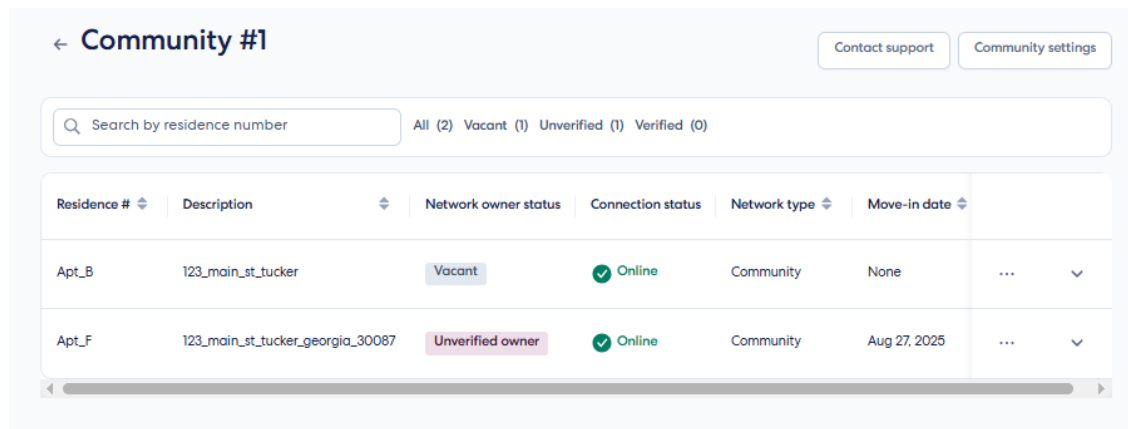
2. In response to the message that requests verification to reset the network, select **Reset**.
3. After resetting back to Vacant:
 - a. the network will reboot and the **Connection status** will change to **Offline** for about 2 minutes and then return to **Online**

- b. the **Network owner status** will change to **Vacant**
- c. the Move-in date will change to **None**
- d. the Resident information will change to **Unavailable** in the expanded network statistics view
- e. the **Additional wifi networks** will be listed as:
Main wifi: Enabled (although no access is available without an invitation)
Guest wifi: Disabled
IoT: Enabled
- f. Network statistics will be reset, therefore no speed test results or outage data will appear.

Residence #	Description	Network owner status	Connection status	Network type	Move-in date	
Apt_B	123_main_st_tucker	Vacant	Online	Community	None	...
Resident information		Additional wifi networks		Network statistics		
Customer name Unavailable		Main wifi Enabled		Last speed tests A speed test was not performed yet.		
Email address Unavailable		Guest wifi Disabled		Outages This week		
Phone number Unavailable		IoT Enabled		No outages		
App version Unavailable						

Contacting Support

Property representatives can easily access support-related contact information by clicking the **Contact Support** button found in the top right corner of each Community's screen.



General contact information for WOW! is provided in this pop-up screen, but we recommend using the following to reach our MDU specialists:

- **WOW! MDU Services & eero Devices**
800-619-5206
- **Add or Remove Property Representatives to WOW! Ready**
800-619-5206
- **IoT Network**
Contact your Account Manager to discuss this capability
- **Property Management System Integration**
Contact your Account Manager to initiate a PMS integration

Contact information for eero's Enterprise support team is also provided, but **WOW!'s MDU Service Support Team** is your best starting point for any service or device-related issues.

When contacting WOW! MDU support, you will need to provide the following information:

- Property Services Support:

- Community Name
- Community Identifier: the code displayed in your community summary
- Community Account Number: the number displayed under Description in your community summary
- Community Phone Number: the phone number displayed under Description in your community summary

Managed communities			
🔍 Search by community name or community identifier			
Community #1 Created on May 1, 2020	Community Identifier 20200501	Ext Area EXTENDED	Description COMMUNITY - 000-000-0000
Community #2 Checked on Aug 1, 2020	Community Identifier 20200801	Ext Area EXTENDED	Description COMMUNITY - 000-000-0000

- Resident Services Support:

- Accountholder Name
- Residence Address and Unit #
- Account Number (if resident has upgraded services, being billed directly)
- eero device serial number (if device is accessible)