

➤ Account Claiming and Device Registration

The steps outlined below explain the process for you to create an account and register your devices onto your personal network. These steps are easy to complete, but please be aware that it may take several minutes to repeat the process for all of your devices.

1. If you provided an email address to your property management office, an account claiming email from Single Digits (your internet provider) was sent to that address. This email contains a unique link that will enable you to claim your account. Click the link and follow the simple instructions to claim your account.
If you did not provide an email address, or if you cannot find this email, you will have the opportunity to have this email manually sent from the portal that pops up when you connect to the Residents network at your property (see step 2).
2. Upon arrival at your property, connect to the Resident network. Note that non-residents can access a temporary connection by selecting the Visitors network. If you have not yet claimed your account, follow the instructions to have your unique link sent to your email now.
3. When connected to the network for the first time for any given device, once your account has been claimed, you will be asked to log in using the credentials you have created. This will also automatically register the device you are currently using and bring you into your Resident Portal, where more devices can be added.
4. Be sure to register all of your devices by choosing “My Network” atop the Resident Portal and selecting “Add Device”. You will then repeat this process for all of your devices. Note that if you are logging into the Resident Portal for the first time on site for a given device, the Portal will capture your MAC address for your convenience.
5. Your personal area networks and all associated devices can now be managed from your Single Digits app (available in your app store) in addition to the web-based portal. This app will also allow you to receive messages from property management and control any IoT devices such as internet-enabled light switches and temperature controls.
6. If you encounter any issues in activating your accounts, you can contact our support team at (833-433-0795) or receive assistance via live chat on the web portal and mobile app.

