



# Managed WiFi for Communities

Powered by eero for Communities

## **USER GUIDE:**

# eero Insight Guide for Property Managers

## Contents

<b>1</b>	Receiving access to eero Insight.....	3
<b>2</b>	Logging into eero Insight.....	4
<b>3</b>	Viewing A Community.....	5
<b>3.1</b>	Understanding Terminologies.....	5
<b>3.2</b>	Community Settings.....	6
<b>4</b>	Managing Resident Transitions.....	7
<b>4.1</b>	Resident Move-In: Resident Verification.....	8
<b>4.2</b>	Resending the activation email or changing recipient email.....	10
<b>5</b>	Network Statistics.....	11
<b>6</b>	Contact Support.....	13

## Table of Figures

Figure 1.	Welcome to eero Insight email.....	3
Figure 2.	Log-In with Email.....	4
Figure 3.	Validation Code.....	4
Figure 4.	Property Landing Page in eero Insight.....	5
Figure 5.	Community Settings Managing the Community Wide IoT Network.....	6
Figure 6.	Link unit to a tenant.....	7
Figure 7.	Assign Unit to Tenant.....	8
Figure 8.	Email to Tenant to Activate eero Account.....	9
Figure 9.	Getting Started with eero.....	9
Figure 10.	Resident Move-Out: Reverting a Network Back to its Vacant State.....	10
Figure 11.	Reset unit to vacant.....	11
Figure 12.	eero is Offline during reset.....	11
Figure 13.	eero is Online and ready to be reassigned.....	11
Figure 14.	Network Statistics.....	12
Figure 15.	Contact Support Button.....	13
Figure 16.	Contact Support Information.....	13

eero Insight is a tailored platform to empower property managers and staff to assist residents as they move in, move out, or have questions about WiFi in a community equipped with eero devices by Metronet.

## 1 Receiving access to eero Insight

Once a community is set up, Metronet can invite the property representative(s)\*, such as property managers and property owners, to view the community on eero Insight. Property representatives, once invited, will receive a welcome email with instructions on how to access Insight.

Please contact the Metronet MDU Customer Relations team (833-310-3162) if you seek to add additional users to manage your property via eero Insight.

**\*IMPORTANT:** The email address for the property representative(s) cannot already be used for an eero Network. The email address for the property management portal must only be used for the Community access and not for any eero networks.

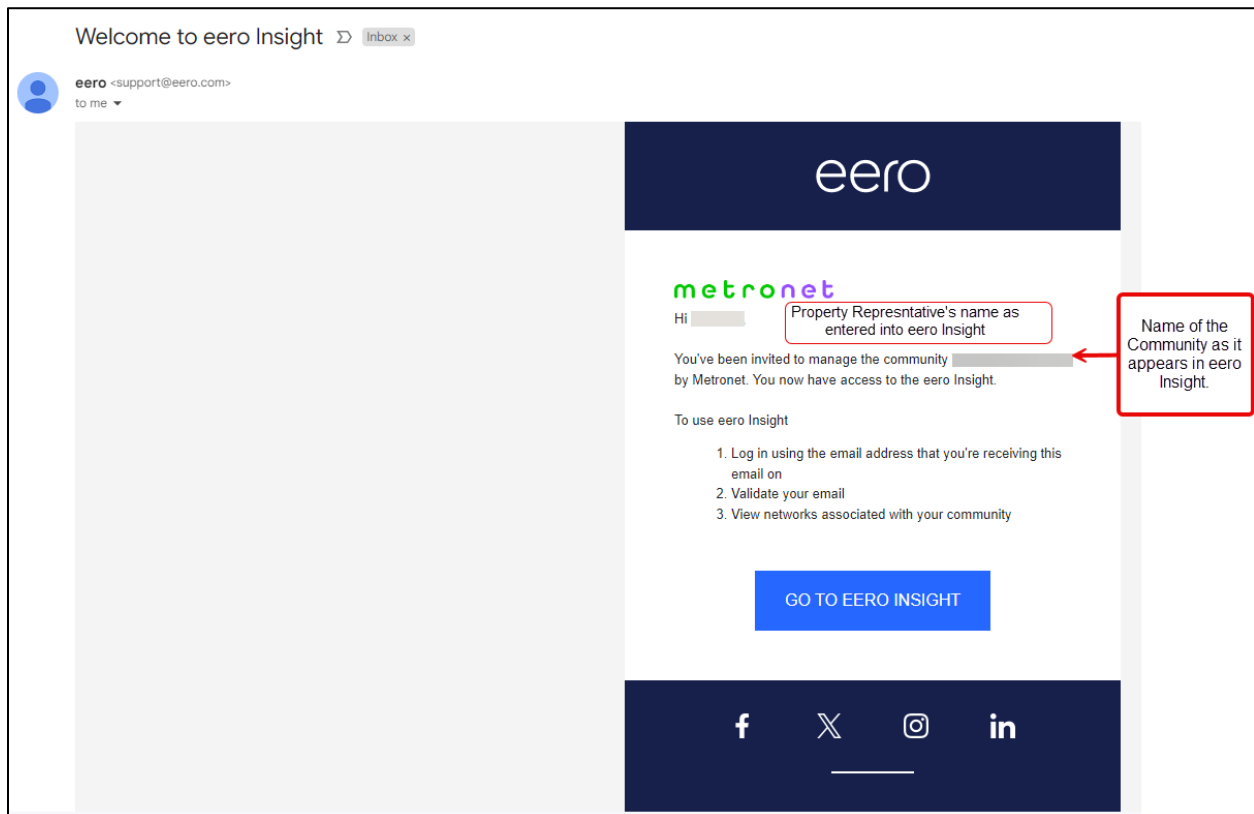


Figure 1. Welcome to eero Insight email

Clicking on **“Go to eero Insight”** brings the property representative to the log-in screen, from where they can log in. We recommend that the property representative bookmark **insight.eero.com** for easy access to the platform.

## 2 Logging into eero Insight

To access eero Insight, property representatives must log in via the email they received the invite on and validate their email.

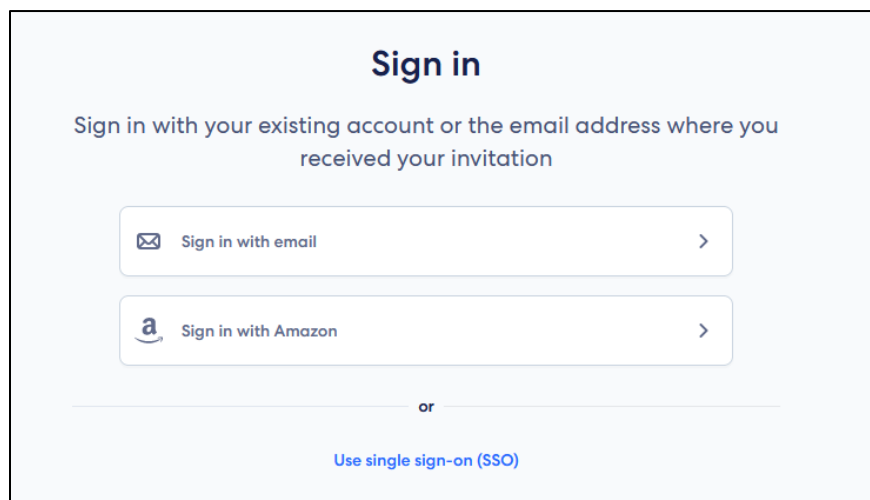


Figure 2. Log-In with Email

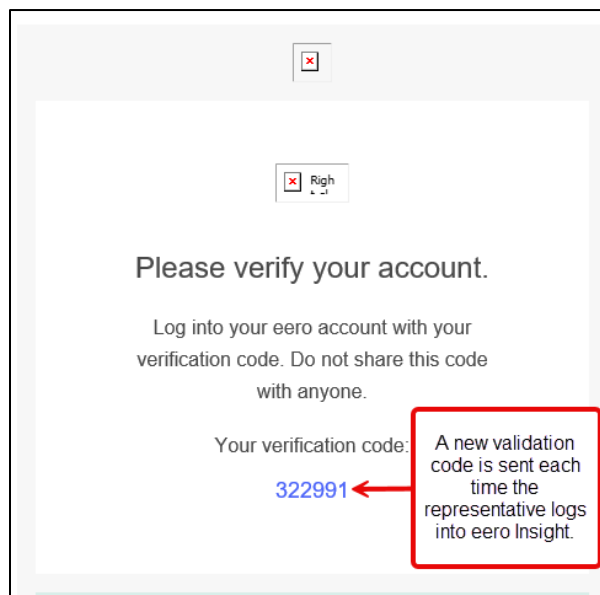


Figure 3. Validation Code

### 3 Viewing A Community

Once log-in is completed, the property representative can see all communities to which they have been invited by Metronet. Property representatives can click on a given community that they seek to manage and will be taken to the landing page. Upon first logging in, Metronet encourages the representative to take a short tour to discover the tool and learn the different functionalities offered.

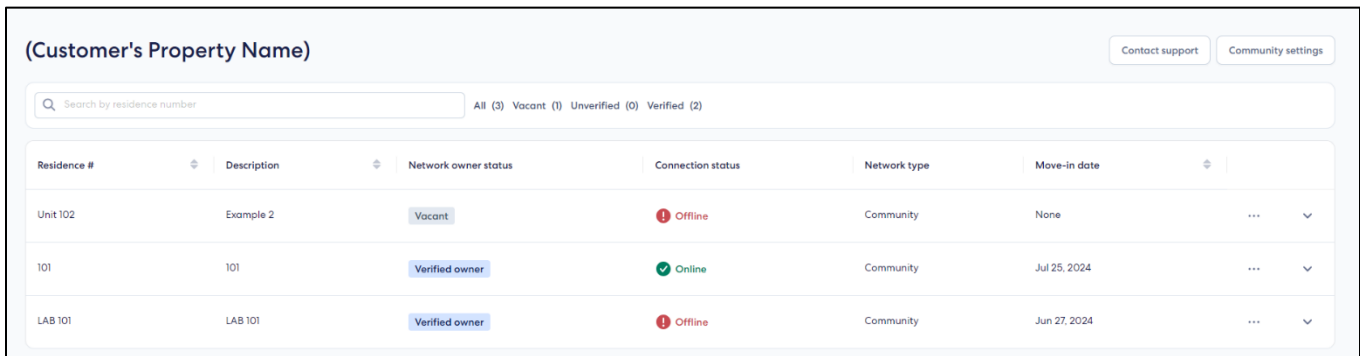


Figure 4. Property Landing Page in eero Insight

#### 3.1 Understanding Terminologies

To easily understand and utilize eero Insight, it is beneficial to align on a few basic terminologies used.

**Residence #:** This corresponds to the unit number or space within the community. This is defined by Metronet during or after the time of eero network installation.

**Description:** An optional field to distinguish different sub-spaces or buildings within the community, which may have identical residence numbers. This is defined by Metronet during or after the time of eero network installation.

**Network owner status:** This defines whether the network in each residence is linked to a specific resident. Network owner status is important as it indicates whether a given network within the community can be accessed or controlled by a resident. This status is indicated by eero based on the input provided by Metronet or the property manager and can take one of three values:

- **Vacant** - The network in the given residence is vacant and not tied to any resident.
- **Unverified owner** - Either the service provider or the property manager has initiated linking the network in a given residence to a resident, but the resident has yet to validate their email/phone number.
- **Verified owner** - The network in a given residence is successfully 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.

**Connection status:** This indicates whether a given residence’s network has internet connectivity. This status is provided by eero and updates automatically.

**Move-in date:** This indicates when a network link is scheduled to be initiated with an incoming resident. This field is supplied by either the property manager or Metronet.

### 3.2 Community Settings

Community settings impact all eero networks within a given community and should be carefully utilized by property representatives.

**Community-wide IoT SSID:** Must be enabled/disabled by Metronet. SSID and Password changes are performed by Metronet. Metronet requires that the property’s SSID name have the suffix of “IoT”. Example: “YourCommunityNameIoT”.

The IoT SSID password should be safeguarded and NOT provided to residents, visitors, contractors, or other unauthorized users for security reasons.

Enabling community-wide IoT SSID causes all eero networks within the community to broadcast a common SSID and facilitates a smart building/smart apartment experience. This SSID should be utilized only for property-owned IoT devices such as door locks, sensors, HVAC systems, thermostats, etc. Please contact Metronet for questions on connecting these devices to the IoT SSID.

**Property representatives:** This shows a list of property representatives who can access eero Insight for that community. Property representatives can currently be added or removed from this list only by Metronet.

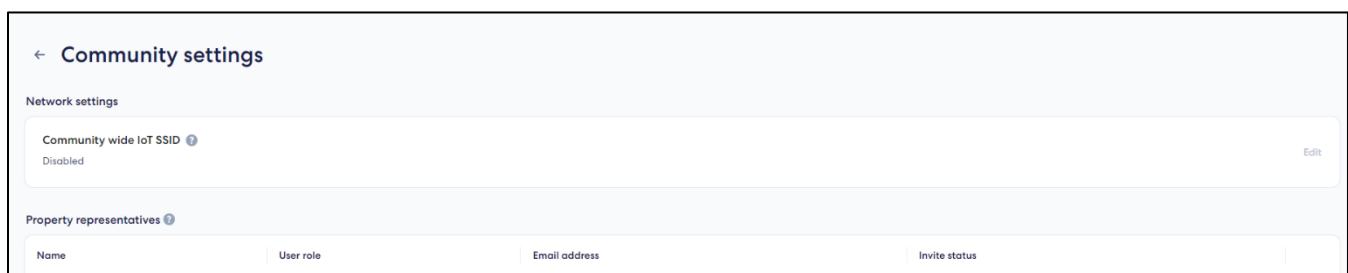


Figure 5. Community Settings Managing the Community Wide IoT Network

This setting is enabled by Metronet when working with the property representative. The property representative will provide the Network Name and Password.

One the Community-wide IoT network is enabled, this will project an additional WiFi network intended for your devices, such as, security cameras and other WiFi enabled devices the community owner wants to be on a WiFi network.

## 4 Managing Resident Transitions

Once a resident moves in, they may contact the property manager to activate the WiFi network in their community unit or this can be set up in advance with the scheduled move in date.

**IMPORTANT:** The residents’ email address can be used on multiple eero networks.

**eero Insight URL** <https://insight.eero.com/v2/login?next=%2F>

### Procedure

1. Log in to **eero Insight** with the email address created for the property representative.
2. eero will send an email with the validation code to be entered on the eero Insight page.
3. Once logged in, the community unit networks can be found on the search bar on the Community page using the **Residence number**.
4. A community network, if vacant, comes with an option to link the network to the resident. Click on the **ellipses** on the far right to assign the network.
5. Select **“Link to owner”** from the drop down.

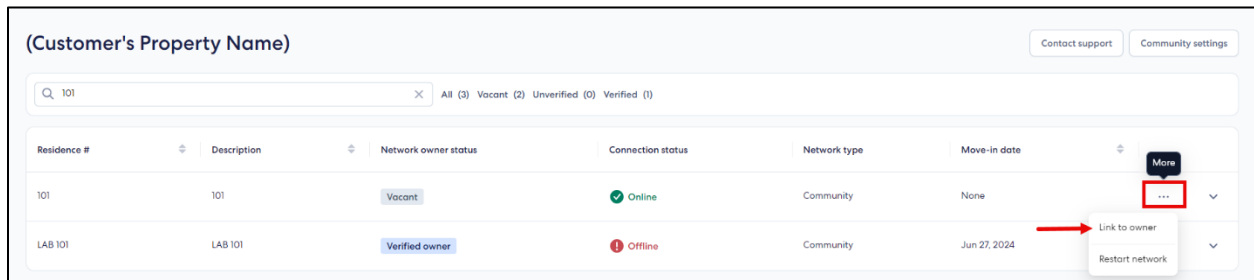


Figure 6. Link unit to a tenant

6. A pop-up box will open to “Verify customer”, this is to confirm that this is the unit to be changed. If yes, select **OK**.
7. The **“Link to owner”** box will open, fill in the required fields and select **Link**.
  - a. Tenant’s name
  - b. Phone number should be a cell phone.
  - c. Email address will be tied to the tenant’s personal eero network.
  - d. Move-in date is set to the current date by default but can be set to a future date if the resident is moving on a future date.

Figure 7. Assign Unit to Tenant

8. A popup box will show that the update was successful.
9. When the email has been sent to the recipient, the network ownership state changes from **Vacant** to **Unverified owner**.

#### 4.1 Resident Move-In: Resident Verification

On the indicated move-in date, the resident receives an activation email from eero [support@eero.com](mailto:support@eero.com) titled: *Your eero wifi network is ready for activation*.

The activation email will also contain the default WiFi network name and an auto-generated password. To activate the network, residents must verify their email by creating an account with the same email via the mobile app. The network will remain inactive until the resident’s email is verified. This ensures network security, prevents unauthorized use of the network, and reduces the risk of fraud.

Once the recipient has verified their email, the network ownership state will change from Unverified owner to Verified owner.

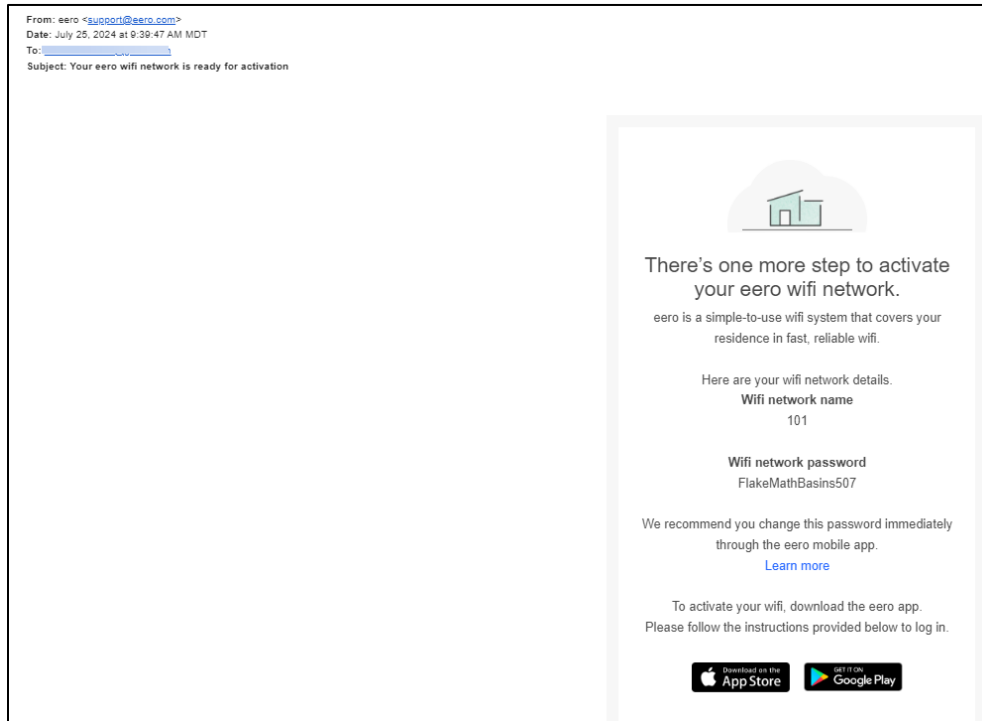


Figure 8. Email to Tenant to Activate eero Account

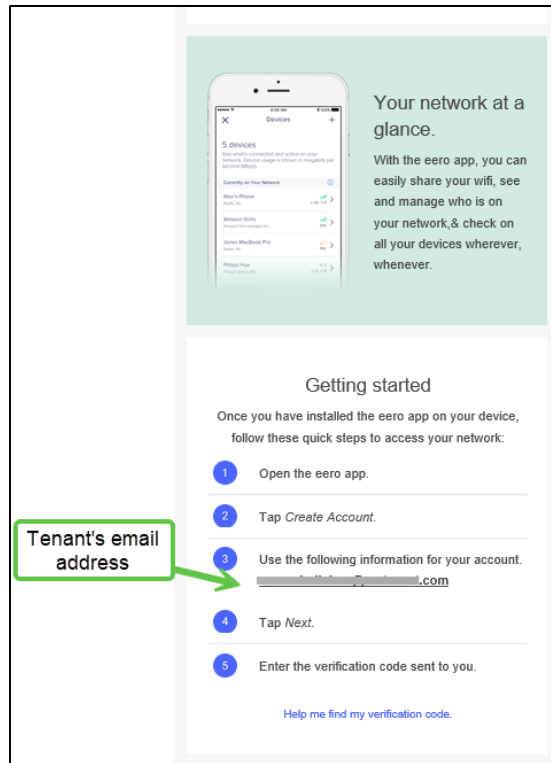


Figure 9. Getting Started with eero

## 4.2 Resending the activation email or changing recipient email

If, for any reason, the resident has not received the email, search for the unit, select the ellipses for the dropdown, chose either “Resend the invite” or “Change the owner” if the email address needs to be corrected.

- When the “Resend the invite” is selected, a popup box will appear to show that the email has been sent.
- When “Change the owner” is selected, all the required fields will need to be completed.

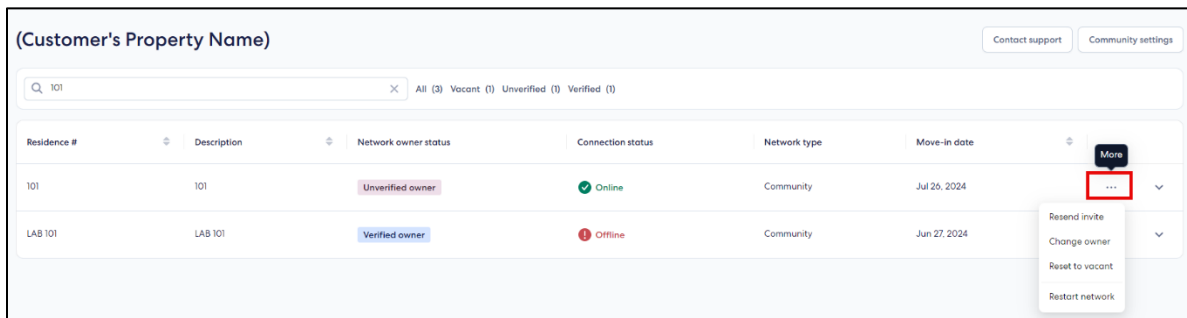


Figure 10. Resident Move-Out: Reverting a Network Back to its Vacant State

When a resident moves out, they may contact the property manager. The property manager can reset the network to vacant.

**eero Insight URL** <https://insight.eero.com/v2/login?next=%2F>

### Procedure

1. Log in to **eero Insight** with the email address created for the property representative.
2. eero will send an email with the validation code to be entered on the eero Insight page.
3. Once logged in, the community unit networks can be found on the search bar on the Community page using the **Residence number**.
4. The community unit network can be reverted to its vacant or “left in place” state by selecting the ellipses on the right side.
5. From the dropdown menu, click on “**Reset to vacant.**” Since this is a purge action, the user will be prompted to confirm that they wish to reset the network to vacant.
6. As part of the reversion, all prior resident settings, profiles, and data are deleted to maintain data privacy and security, ensuring that the next resident does not see prior resident data.
  - a. The device will show **Offline**, when this resetting process takes place. This takes approximately 2 minutes for the rest and for the device to show **Online**.
7. Once completed, the Network owner status will display “Vacant”, and the Connection Status will be “Online”. The unit is ready to be assigned to the next resident.
8. Once a network is in its vacant state, any property wide IoT SSIDs continue to be broadcasted from the network, ensuring that community owned IoT devices remain connected to the internet.

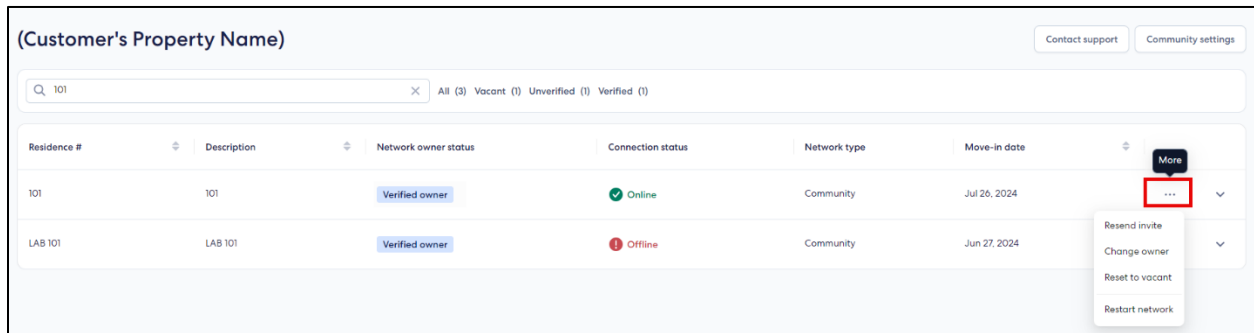


Figure 11. Reset unit to vacant

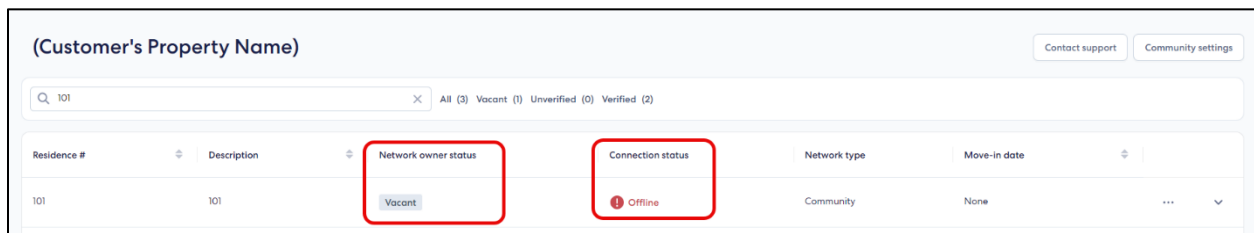


Figure 12. eero is Offline during reset

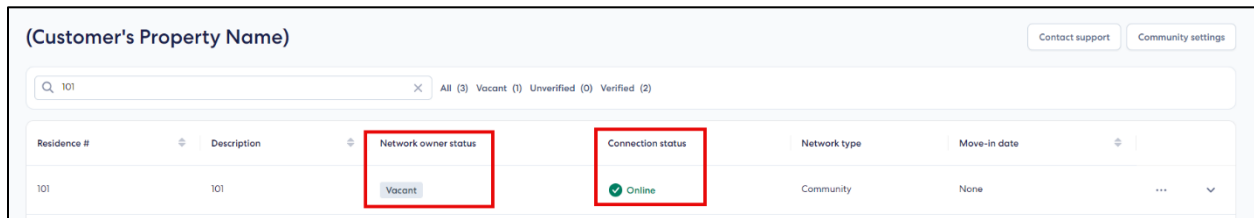


Figure 13. eero is Online and ready to be reassigned

## 5 Network Statistics

Property representatives can expand each network within the community to view network statistics, as well as network owner details. Network statistics that the property representative can view include (a) SSIDs enabled on each network, (b) the most recent and historic speed test results, and (c) a summary of outages over the past seven days.

The property statistics enable a property manager or staff to ensure that the resident is getting the correct level of service and internet speeds and that any property owned IoT devices are internet connected.

Note: The eero app automatically runs a speed test every two days. The results of the latest test can be found.

**eero Insight URL** <https://insight.eero.com/v2/login?next=%2F>

## Procedure

1. Log in to **eero Insight** with the email address created for the property representative.
2. eero will send an email with the validation code to be entered on the eero Insight page.
3. Once logged in, the community unit networks can be found on the search bar on the Community page using the **Residence number**.
4. Click on the down arrow of the network.
5. On the right side under **Network statistics** are displayed: Last speed tests, the upload and download speeds, and if there had been Outages. This enables the property representative to spot an issue developing and understand requests that may need to be made for the residents and to verify outages in close to real time.

Note: The eero application automatically runs a speed test every two days. The results of the latest test can be found by using the above steps, then click on the Timer icon next to Last speed test, as shown below. The results will show in a popup box.

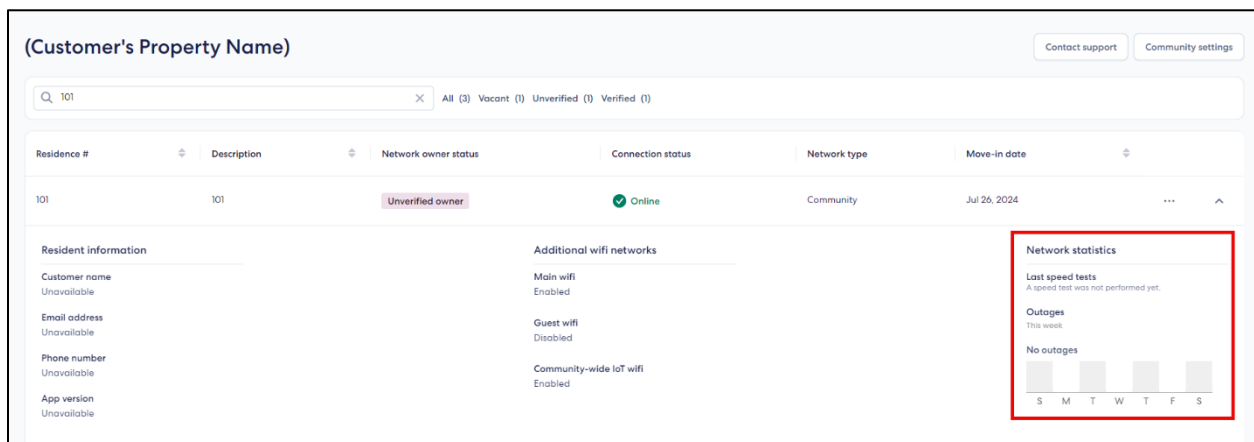


Figure 14. Network Statistics

## 6 Contact Support

On the main page of the property management portal, select the **Contact support** button in the top right side.

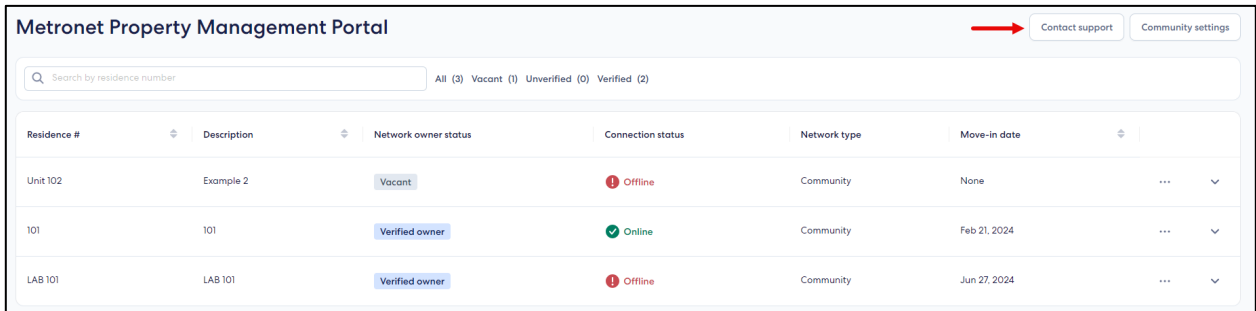


Figure 15. Contact Support Button

The Contact support box will open. Presently, Metronet is working with eero to have the MDU Customer Relations' number and email displayed.

The MDU Customer Relations Team's number is **833-310-3162** or email **MDU-customer-Relations@metronetinc.com**.

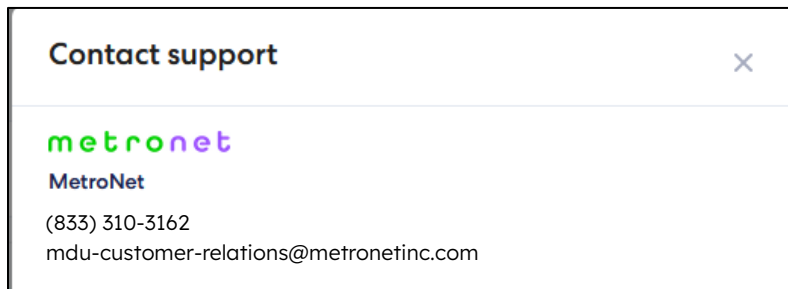


Figure 16. Contact Support Information

For a video of the information in this guide please visit <https://www.youtube.com/watch?v=gqljZDBTo-M>