

eero for Communities

eero for Communities: eero Insight guide for property managers

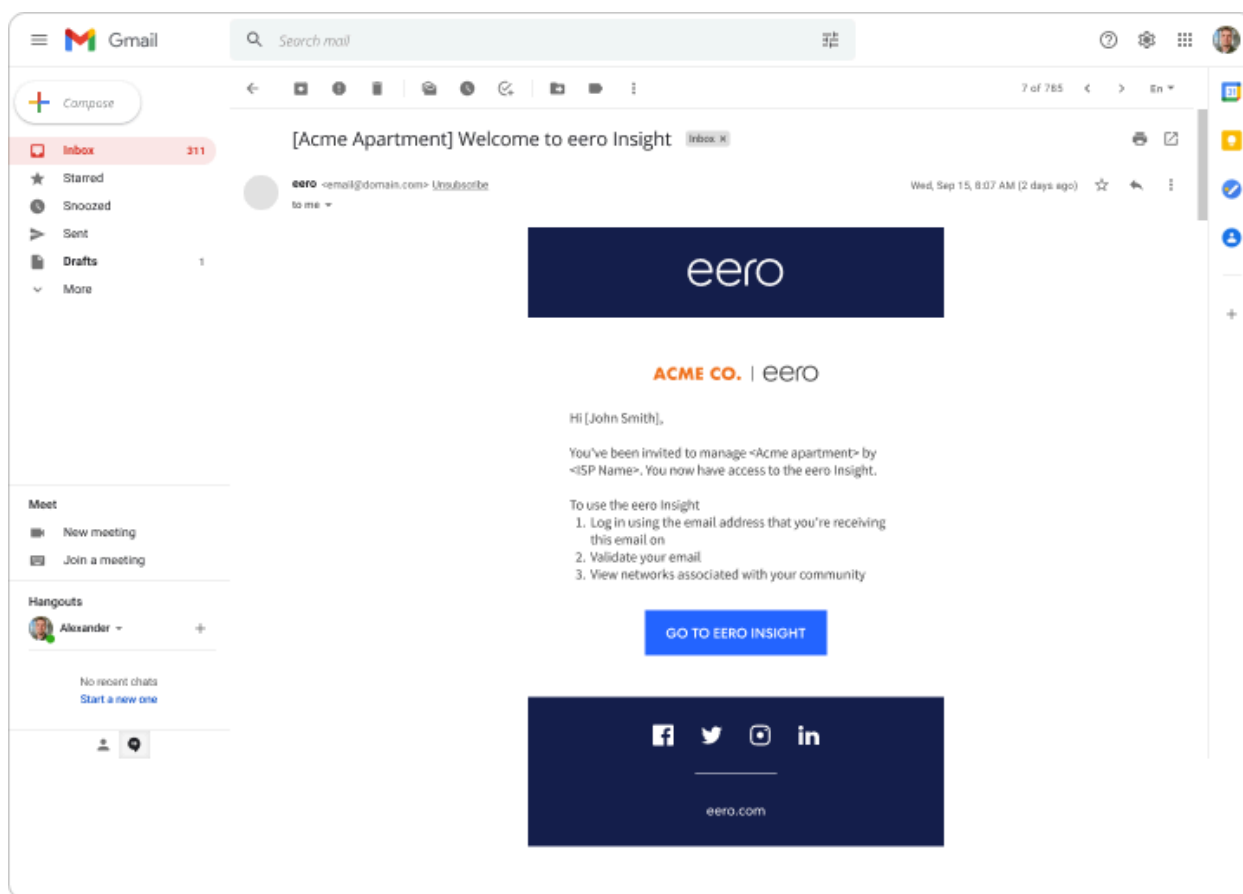
Table of contents

1. Receiving access to eero Insight	3
2. Logging into eero Insight	4
3. Viewing a community	5
3.1 Understanding terminologies	5
3.2 Community settings	7
3.3 Network statistics	8
4. Managing resident transitions	9
4.1 Resident move-in: Linking a network to a resident	9
4.2 Resident move-in: Resident verification	10
4.3 Resending the activation email or changing recipient email	11
4.4 Resident move-out: Reverting a network back to its vacant state	12
5. Contacting support	13
6. Managing the property-wide IoT network	14

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 the internet service provider.

1. Receiving access to eero Insight

Once a community is set up, internet service providers (ISPs) can invite property representatives 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 eero Insight. Contact your ISP if you seek to add additional users to manage your property via eero Insight.



Clicking on “Go to eero Insight” brings the property representative to the log-in screen, from where they can log in. We recommend that property representatives 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.

eero Insight

[← Back to sign in](#)

Verify your email

We'll send a verification code to this address.

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 ⓘ

3. Viewing a community

Once log-in is completed, the property representative can see all communities to which they've been invited by the ISP. 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, they're encouraged to take a short tour to discover the tool and learn the different functionalities offered.

The screenshot displays the 'eero Insight' interface for a community named 'Marquis at Barton Trails'. At the top, there are 'Contact support' and 'Community settings' buttons. Below the header is a search bar labeled 'Search by residence number' and filter tabs for 'All (300)', 'Vacant (200)', 'Unverified (50)', and 'Verified (50)'. The main section 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 'West building' as the description and 'Online' connection status. The 'Move-in date' for all is 'None'. The 'Owner status' varies: 101, 104, 105, 106, 107, 108, 109, and 110 are 'Vacant'; 102 is 'Unverified'; and 103 is 'Verified'. Each row has a three-dot menu 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

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 the internet service provider during or after the installation of the eero network.

Description: An optional field to distinguish different sub-spaces or buildings within the community, which may have identical residence numbers. For example, A-101 is in the East building, and A-101 is in the West building. This is defined by the internet service provider during or after the installation of the eero network.

Network owner status: This defines whether the network in a given residence is linked to a particular 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 the internet service provider 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.

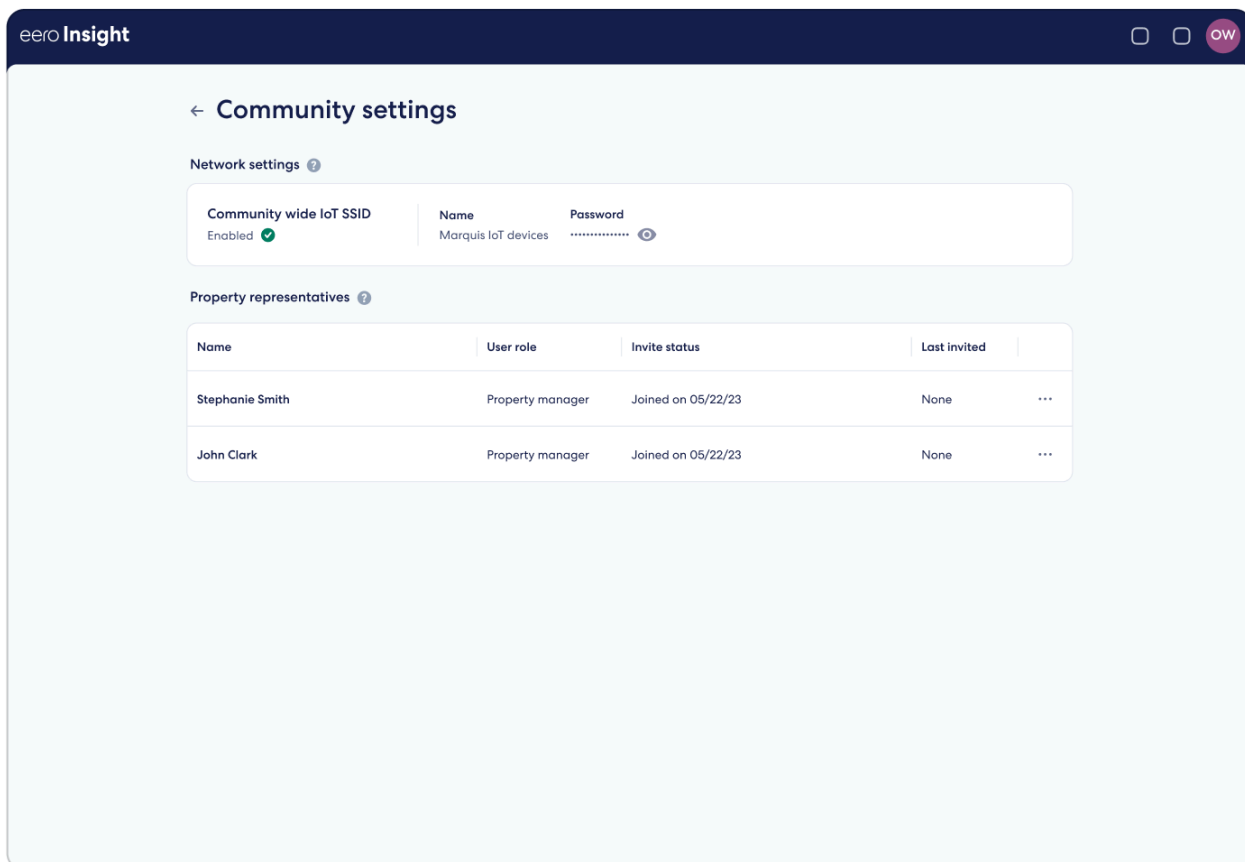
Move-in date: This indicates when a network link is scheduled to be initiated with an incoming resident. This field is supplied by either the property manager or the internet service provider.

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: Enabling a 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 consult your installation partner for questions on connecting these 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.

Property representatives: This shows a list of property representatives who can access eero Insight. Property representatives can currently be added or removed from this list only by the Internet Service Provider.



eero Insight

← Community settings

Network settings ?

Community wide IoT SSID	Name	Password
Enabled ✓	Marquis IoT devices	***** ⓘ

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	...

3.3 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 right level of service and internet speeds and that any property-owned IoT devices are internet-connected.

The screenshot displays the eero Insight dashboard for the property "Marquis at Barton Trails". The interface includes a search bar for residence numbers and filters for network status: All (300), Vacant (200), Unverified (50), and Verified (50). A table lists networks, with details expanded for residence 101 (West building, Online status, Vacant owner).

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)

Network statistics

Last speed test
June 12, 2023, 6:39 am

Download	Upload
↓ 848.3 Mbps 100% of expected 942.52 Mbps	↑ 836.48 Mbps 100% of expected 942.61 Mbps

Outages
This week

1h 20m

Chart showing outage duration over the week (S, M, T, W, T, F, S). A red bar indicates an outage on Monday (M) from approximately 1h to 2h.

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

4. Managing resident transitions

4.1 Resident move-in: Linking a network to a resident

1. Once a resident moves in, they may contact the property manager to activate the wifi network in their community unit.
2. Community unit networks can be found on the search bar on the Community page using the Residence number.
3. A community network, if vacant, comes with an option to link the network to the resident. Click on “Link to resident” from the dropdown menu next to the row and provide the required information: Name, email, phone number, and move-in date. The move-in date is set to the current date by default but can also be set to a future date if the resident is moving on a future date.
4. When an email has been sent to the recipient, the network ownership state changes from **Vacant** to **Unverified owner**.

The screenshot shows the eero Insight interface for 'Marquis at Barton Tr'. A modal titled 'Link to owner' is open, allowing a user to link a network to a resident. The modal contains the following fields and information:

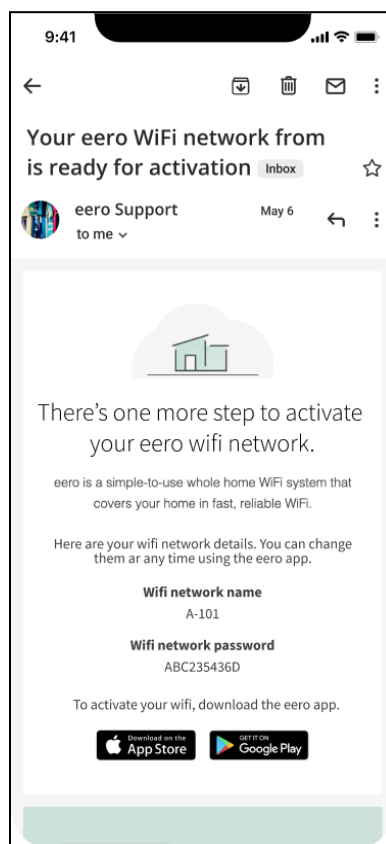
- Customer name:** A text input field with the placeholder 'Add full name'.
- Customer cell number:** A text input field with a country code dropdown (set to '+1') and a placeholder 'Phone number'.
- Customer email address:** A text input field with the placeholder 'Add email address'.
- Move-in date:** A date picker set to 'May 5, 2023'.
- Instructions:** A blue box containing the text: 'The customer will receive an email on the indicated move-in date. Please inform the customer to create an eero account using the same email to activate the eero network. Please advise the customer to use the same phone number and email address as above when logging into the eero app.'
- Buttons:** 'Cancel' and 'Link' buttons at the bottom right.

The background interface shows a table of networks with columns 'Residence #' and 'Description'. The 'Residence #' column lists numbers 101 through 110, all with the description 'West building'. The 'Owner status' column shows 'Vacant' for most entries, with one entry showing 'Unverified' and another 'Verified'. A 'Contact support' button and a 'Community settings' button are visible in the top right corner.

4.2 Resident move-in: Resident verification

On the indicated move-in date, the resident receives an activation email. 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**.



4.3 Resending the activation email or changing recipient email

If, for any reason, the resident has not received the email, the property manager can resend the email or change the recipient email by clicking “change owner” from the dropdown menu on the row.

The screenshot shows the eero Insight interface for 'Marquis at Barton Trails'. At the top, there are buttons for 'Contact support' and 'Community settings'. Below these is a search bar labeled 'Search by residence number' and filters for 'All (300)', 'Vacant (200)', 'Unverified (50)', and 'Verified (50)'. The main section 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 networks (Residence #101 to 110). The first row (Residence #101) has an 'Unverified' status, and a dropdown menu is open for this row, showing options: 'Resend invite', 'Change owner', 'Reset to vacant', and 'Reboot network'. The 'Change owner' option is highlighted. The other rows have 'Vacant' status.

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

4.4 Resident move-out: Reverting a network back to its vacant state

1. When a resident moves out, they may contact the property manager.
2. The community unit network can be reverted to its vacant or “left in place” state from the dropdown menu on the row.
3. 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.
4. 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. The network is returned to its “left in place” or vacant state until the next resident moves in.
5. 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.

eero Insight

Marquis at Barton Trails Contact support Community settings

Search by residence number All (300) Vacant (200) Unverified (50) Verified (50)

Networks

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

5. Contacting support

Property representatives can easily access support contact information by clicking “Contact Support” on the top right. This will display the relevant support contact information provided by the ISP. Depending on the nature of the issue, the property representative also has access to eero’s Enterprise support team.

The screenshot shows the eero Insight dashboard for 'Marquis at Barton Trails'. At the top right, there are buttons for 'Contact support' and 'Community settings'. Below these is a search bar labeled 'Search by residence number' and filters for 'All (300)', 'Vacant (200)', 'Unverified (50)', and 'Verified (50)'. The main section is titled 'Networks' and contains a table with columns: Residence #, Description, Connection status, Move-in date, and Owner status. A modal window titled 'Contact support' is open, displaying contact information for 'ACME CO.' (ACME ISP, +1-123-456-7890, support@isp.com) and the 'eero' Enterprise support team (+1-800-628-5998, b2bsupport@eero.com). The table data is as follows:

Residence #	Description	Connection status	Move-in date	Owner status
101	West building			Vacant
102	West building			Unverified
103	West building			Verified
104	West building			Vacant
105	West building			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

6. Utilizing the property-wide IoT network

eero for Communities networks within a managed community are capable of supporting a dedicated SSID for building-owned IoT devices such as smart locks, thermostats, sensors, etc. If the agreement between the property and the internet service provider permits usage of the property-wide IoT network, property representatives may control this SSID under community settings.

Once enabled, all networks within a managed community will broadcast the IoT SSID, creating a property-wide IoT network.

IoT networks are intended only for property-owned IoT device usage. Sharing IoT network credentials with unauthorized users may introduce security risks for property staff as well as residents. Only share IoT network credentials with authorized users who manage or troubleshoot property-owned IoT devices. Do not share IoT network credentials with residents, visitors, guests, or prospective tenants.