

2 Step Wi-Fi Set Up Process

GET CONNECTED IN JUST A FEW MINUTES! FOLLOW THE STEPS BELOW TO SECURELY CONNECT YOUR DEVICES.



Register

You'll receive an email from Single Digits with instructions on how to create your account.



Connect

Once you are registered, you need to connect your devices.

To connect a device

1. Join the resident private network **"Airwave"** from the device.
2. You will be redirected to the resident login page. Log in with your account's credentials.

Note: You can also browse directly to <https://myapartment.singledigits.net/> and add devices from the My Network tab.

3. When prompted to add your device click "OK."
4. Repeat these steps for all additional devices.

Note: You can also log in to the Single Digits mobile app and add devices from the My Devices tab.

Need Technical Support?

If you encounter any issues with your service, please contact Single Digits support at **1-833-372-3675**. You can also live chat with a representative or send an email from the Contact Us tab of the Resident Portal: <https://myapartment.singledigits.net/>.

Frequently Asked Questions

What kind of internet access is available at this property?

We partner with a company called Single Digits to provide internet service through both a Local Area Network (LAN) and a Wireless Local Area Network (WLAN) which connects each user back to a central telecommunications room at the property.

A high-speed fiber optic circuit is also installed at the property, and Single Digits takes steps to ensure that all residents receive the best speeds possible through the fiberoptic network.

Is the network secure?

Yes. Single Digits provides security for your service in two ways:

- 1) Network communications are isolated by Personal Area Network (PAN), preventing local users from attacking or eavesdropping (peer-to-peer attacks).
- 2) Enterprise grade firewall protection shields our users from many types of attacks that could originate from outside sources.

Do I need a wireless router?

No. Residents can connect directly to Wi-Fi without the need for personal network routers. While on the property, please disable all wireless router capabilities to prevent any interference with the network.

Do I need anti-virus software?

Yes. It is recommended that you install (and regularly update) an anti-virus software package on your computer. Additionally, we strongly recommend that your operating system be updated with all critical updates and security patches.

Single Digits will disable any users who exhibit signs of harmful network activity. Users are also required to follow all network-related rules and regulations as detailed in the Single Digits Acceptable Use Policy, which can be viewed via the Single Digits mobile app or on the "My Network" page of the Resident Portal.

If you have any further questions or require assistance setting up your devices, contact Single Digits support at 1-833-372-3675.