

# Getting connected to the community-wide network

Now that you know your speeds, it's time to register and connect your devices! On the day of your installation you will receive 3 emails coming from **onboarding@smarttownwifi.com** and **welcome@smarttownwifi.com**.

The purpose of these emails is to get you set up on the roaming network within the community and to remind you to download and sign up for the Blue Stream Smart Home (Command IQ) App allowing you to control your entire home network from the palm of your hand.



Examples of the emails are shown below. **Keep in mind, your home network will be up and running following your installation.**

## Email 1: CommandIQ App Installation Links

Although the email references a Command IQ App, you'll want to download the Blue Stream Fiber version called Blue Stream Smart Home for your Blue Stream Fiber WiFi Network. Your technician will help you get this set up during your installation to give you full control of your home network.

**CommandIQ®**  
Welcome to CommandIQ

As your service provider, we are following up on your request for **CommandIQ** App, the mobile app to provide the convenience and control to manage your home network. Please take a moment to download the **CommandIQ** App and unleash the ultimate Wi-Fi experience availing around-the-clock peace of mind.

In a few simple clicks, you can easily navigate the app to:

- Review the primary SSID or password for Wi-Fi
- View and assign connected devices to profiles and places
- Create guest, work-from-home or custom wireless network

Blue Stream Fiber FL has deployed Wi-Fi hotspots and is inviting you to use them as a member of Blue Stream Fiber FL's Resident Network community.

Gain access in three steps.

1. **Create password:** You should have received an onboarding email to create your SmartTown Resident Network community password.
2. **Enroll device:** Click the link below or scan the QR code to download the SmartTown profile to your device. Login with your email address and the password you created in Step 1.

[DOWNLOAD PROFILE](#)



[DOWNLOAD QR CODE](#)

Repeat step 2 on all your devices you would like to access the SmartTown network when away from home.

3. **Enjoy Wi-Fi when away from home:** When you are near a hotspot where SmartTown is available, your device will automatically connect.

**Congestion situations:** During periods of high usage, a hotspot may block new devices from connecting.

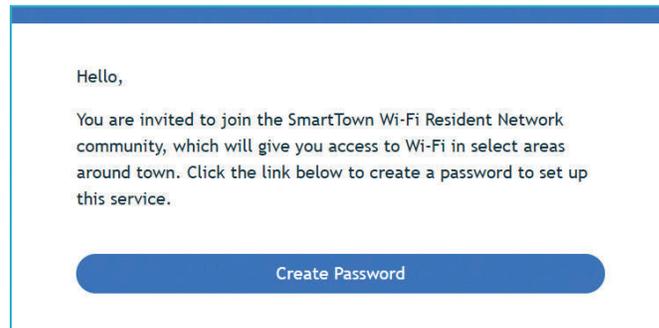
## Email 2: Welcome to Blue Stream Fiber FL's Resident Network community

This email will give you access to the community-wide network.

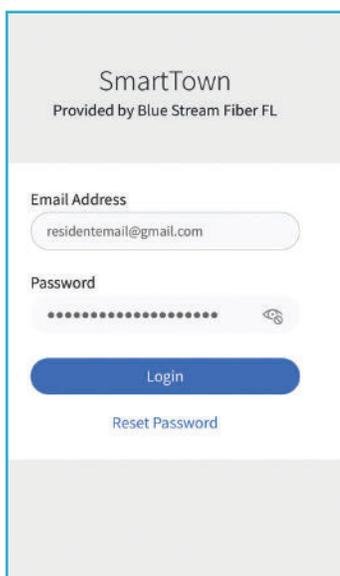
Skip to step 2 in the email shown on the right, and scan the QR code to get set up. Step-by-step instructions on what to expect can be found on the next page.

### Email 3: Setup your SmartTown account for Blue Stream Fiber FL

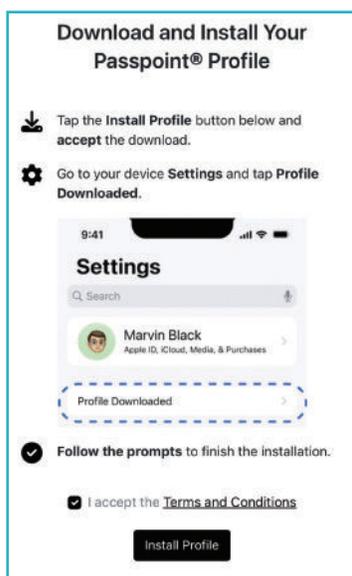
This next email will prompt you to create a password which will be needed to log in to the community-wide network that you have set up in **email 2** above.



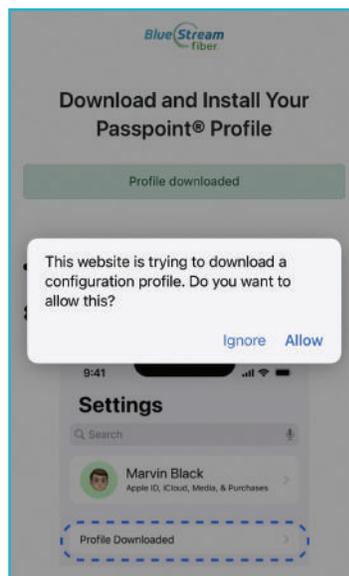
After you have set up your community network password in **email 3**, go back to **email 2** and finish setting up your connection. Below are the steps you can expect as you complete this. Keep in mind, this is only for residents who live at your community and not to be shared with guests. A separate network will be set up for guests who will be roaming the building below.



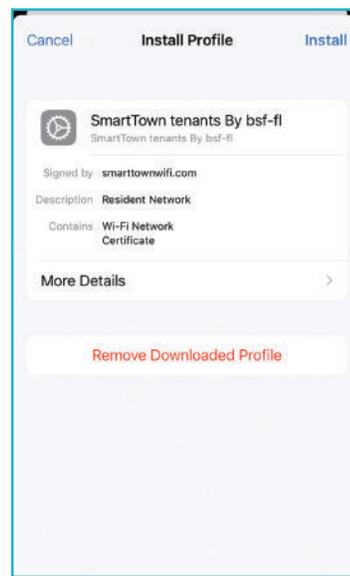
**STEP 1**



**STEP 2**



**STEP 3**



**STEP 4**

### Guest Network Access

Your community will have a unique QR Code enabling roaming throughout the community and is for guests who visit your community. After scanning the QR code, guests will be prompted to follow the same steps as listed above to get onto the secure guest network.



Ask your property manager for this QR code or explore Blue Stream Fiber marketing materials provided during registration.

