

Cloudpath Enrollment System Property Management Administration Guide, 6.0

Supporting Cloudpath Software Release 6.0

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Contacting RUCKUS Customer Services and Support

The Customer Services and Support (CSS) organization is available to provide assistance to customers with active warranties on their RUCKUS products, and to customers and partners with active support contracts.

For product support information and details on contacting the Support Team, go directly to the RUCKUS Support Portal using <https://support.ruckuswireless.com>, or go to <https://www.ruckusnetworks.com> and select **Support**.

What Support Do I Need?

Technical issues are usually described in terms of priority (or severity). To determine if you need to call and open a case or access the self-service resources, use the following criteria:

- Priority 1 (P1)—Critical. Network or service is down and business is impacted. No known workaround. Go to the **Submit a Case** section.
- Priority 2 (P2)—High. Network or service is impacted, but not down. Business impact may be high. Workaround may be available. Go to the **Submit a Case** section.
- Priority 3 (P3)—Medium. Network or service is moderately impacted, but most business remains functional. Click the **CONTACT** tab at the top of the page and explore the **Self-Service Online Help** options.
- Priority 4 (P4)—Low. Requests for information, product documentation, or product enhancements. Click the **CONTACT** tab at the top of the page and explore the **Self-Service Online Help** options.

Open a Case

When your entire network is down (P1), or severely impacted (P2), call the appropriate telephone number listed below to get help:

- Continental United States: 1-855-782-5871
- Canada: 1-855-782-5871
- Europe, Middle East, Africa, Central and South America, and Asia Pacific, toll-free numbers are available at <https://support.ruckuswireless.com/contact-us> and Live Chat is also available.
- Worldwide toll number for our support organization. Phone charges will apply: +1-650-265-0903

We suggest that you keep a physical note of the appropriate support number in case you have an entire network outage.

Self-Service Resources

The RUCKUS Support Portal at <https://support.ruckuswireless.com> offers a number of tools to help you to research and resolve problems with your RUCKUS products, including:

- Technical Documentation—<https://support.ruckuswireless.com/documents>
- Community Forums—<https://community.ruckuswireless.com>
- Knowledge Base Articles—<https://support.ruckuswireless.com/answers>
- Software Downloads and Release Notes—https://support.ruckuswireless.com/#products_grid
- Security Bulletins—<https://support.ruckuswireless.com/security>

Using these resources will help you to resolve some issues, and will provide the Technical Assistance Center (TAC) with additional data from your troubleshooting analysis if you still require assistance through a support case or Return Merchandise Authorization (RMA). If you still require help, open and manage your case at https://support.ruckuswireless.com/case_management.

Document Feedback

RUCKUS is interested in improving its documentation and welcomes your comments and suggestions.

You can email your comments to RUCKUS at #Ruckus-Docs@commscope.com.

When contacting us, include the following information:

- Document title and release number
- Document part number (on the cover page)
- Page number (if appropriate)

For example:

- RUCKUS SmartZone Upgrade Guide, Release 5.0
- Part number: 800-71850-001 Rev A
- Page 7

RUCKUS Product Documentation Resources

Visit the RUCKUS website to locate related documentation for your product and additional RUCKUS resources.

Release Notes and other user documentation are available at <https://support.ruckuswireless.com/documents>. You can locate the documentation by product or perform a text search. Access to Release Notes requires an active support contract and a RUCKUS Support Portal user account. Other technical documentation content is available without logging in to the RUCKUS Support Portal.

White papers, data sheets, and other product documentation are available at <https://www.ruckusnetworks.com>.

Online Training Resources

To access a variety of online RUCKUS training modules, including free introductory courses to wireless networking essentials, site surveys, and products, visit the RUCKUS Training Portal at <https://commscopeuniversity.myabsorb.com/>. The registration is a two-step process described in this [video](#). Create a CommScope account and then register for, and request access for, CommScope University.

Document Conventions

The following table lists the text conventions that are used throughout this guide.

TABLE 1 Text Conventions

| Convention | Description | Example |
|----------------|---|---|
| monospace | Identifies command syntax examples | <code>device(config)# interface ethernet 1/1/6</code> |
| bold | User interface (UI) components such as screen or page names, keyboard keys, software buttons, and field names | On the Start menu, click All Programs . |
| <i>italics</i> | Publication titles | Refer to the <i>RUCKUS Small Cell Release Notes</i> for more information. |

Notes, Cautions, and Safety Warnings

Notes, cautions, and warning statements may be used in this document. They are listed in the order of increasing severity of potential hazards.

NOTE

A NOTE provides a tip, guidance, or advice, emphasizes important information, or provides a reference to related information.

ATTENTION

An ATTENTION statement indicates some information that you must read before continuing with the current action or task.



CAUTION

A CAUTION statement alerts you to situations that can be potentially hazardous to you or cause damage to hardware, firmware, software, or data.



DANGER

A DANGER statement indicates conditions or situations that can be potentially lethal or extremely hazardous to you. Safety labels are also attached directly to products to warn of these conditions or situations.

Command Syntax Conventions

Bold and italic text identify command syntax components. Delimiters and operators define groupings of parameters and their logical relationships.

| Convention | Description |
|--------------------|---|
| bold text | Identifies command names, keywords, and command options. |
| <i>italic text</i> | Identifies a variable. |
| [] | Syntax components displayed within square brackets are optional. Default responses to system prompts are enclosed in square brackets. |
| {x y z} | A choice of required parameters is enclosed in curly brackets separated by vertical bars. You must select one of the options. |
| x y | A vertical bar separates mutually exclusive elements. |
| < > | Nonprinting characters, for example, passwords, are enclosed in angle brackets. |
| ... | Repeat the previous element, for example, <i>member[member...]</i> . |
| \ | Indicates a "soft" line break in command examples. If a backslash separates two lines of a command input, enter the entire command at the prompt without the backslash. |

What's New in This Document

There are no changes in this release.

Property Management Overview

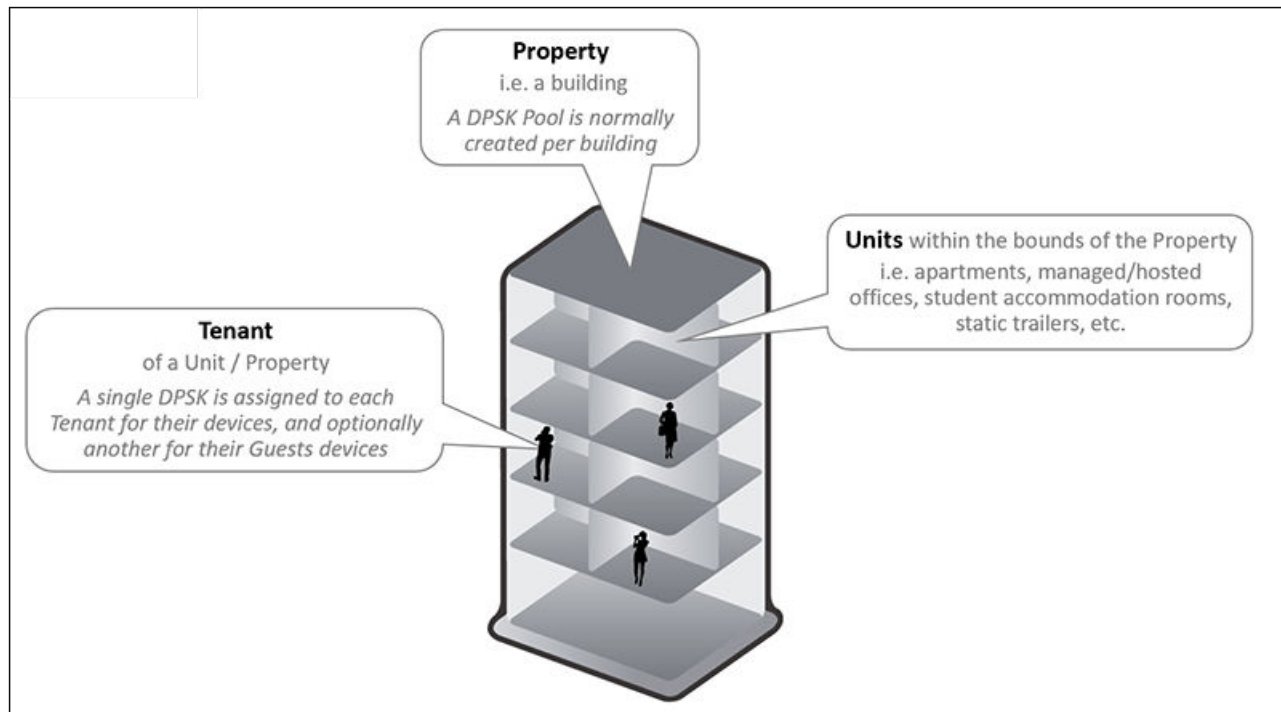
With the Cloudpath UI, you can create a detailed property management system that gives you many options for managing your wi-fi network, and includes a *tenant portal* to provide network access and important information to your users. Also supported beginning with Cloudpath release 5.9 is a *management portal* that is accessible to registered users to perform designated tasks on properties or units added to this portal.

Main Property Management Terms

Cloudpath property management utilizes dynamic pre-shared keys (DPSKs) that you can structure into a logical group called a *property*. The following terms are used throughout this manual, and are depicted in the diagram below.

- **Property:** A single building, such as an office building or an apartment building within a larger complex.
- **Unit:** A well-defined section of a property, such as one apartment within an apartment building.
- **Tenant:** The regular occupant of a unit.

FIGURE 1 Main Components of Property Management: Property, Units, Tenants

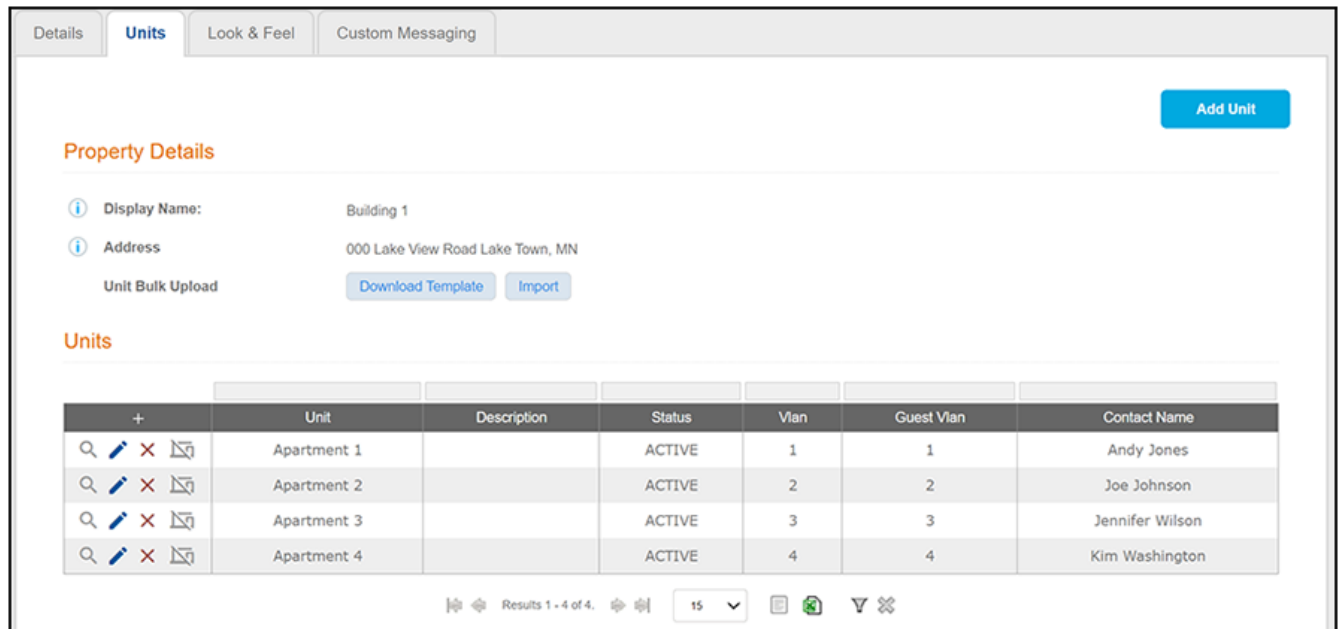


You can manage multiple properties with the Cloudpath property management feature, but, for the purposes of this manual, many of the concepts are illustrated using an example of a single apartment building that contains four units.

Within such a setup, the basic steps include:

- Creating the property in the Cloudpath UI.
- Adding units to that property. Each time one unit is added to a property, a tenant portal for that unit is automatically enabled. An example of how the Cloudpath UI would look after four units have been added to a property is shown below (and described later in this manual):

FIGURE 2 Example of Configured Property With Four Units Assigned



- Setting up the look and feel of the automatically created tenant portal.
- Notifying the residents of each unit about how to access the tenant portal (which has its own UI) and how to connect their devices to the wi-fi network in the property. Such notifications occur automatically based on how you configure them during creation of the property. You can use the Custom Messaging tab to change the default text of various notifications.
- Creating a management portal that is accessible to registered users to perform designated tasks on properties or units added to this portal.

Audience for This Manual

This manual is intended for the property manager -- the person who administers the Cloudpath system, has access to the Cloudpath UI, and so on. This manual describes how to use the Cloudpath UI to set up the tenant portal UI, and to create the management portal UI. Also described are how tenants would use the tenant portal UI and how property personnel (such as a front-desk worker in a property company) can use the management portal UI.

Using Network Segmentation With Property Management

Network segmentation is an architectural approach for network administrators tasked with deploying individual VLANs to each tenant throughout a property. Network segmentation requires Cloudpath 5.9R3 or later and virtual SmartZone 6.1 or later. The feature can be used for wi-fi clients as well as wired clients that are connected to Ethernet ports on the APs. For information on how to configure network segmentation, refer to the *RUCKUS Network Segmentation Configuration Guide*.

Network segmentation can be used in conjunction with the features described in this guide, such as using a tenant portal UI, configuring a management portal and using the management portal UI.

NOTE

The steps on how to configure properties and units for network segmentation are described in the *RUCKUS Network Segmentation Configuration Guide*. The steps shown in the *Cloudpath Enrollment System Property Management Administration Guide* for how to create a property and add units to that property do not cover network-segmentation-specific configuration fields.

Creating Your Property Management System

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You can use the Cloudpath UI to create unique access to a tenant portal for each unit within the property you manage as well as to provide secure network access to your tenants and their guests with the use of dynamic pre-shared keys (DPSKs).

Creating your property management system consists of these main steps:

1. [Creating An External DPSK Pool for the Property](#)
2. [Creating the Property](#)
3. [Adding Units to the Property](#)
4. [Setting up the Look and Feel of the Tenant Portal UI](#)
5. [Creating a Management Portal](#) on page 41 - A management portal can be created to allow property personnel such as front-desk workers to perform various actions on specified properties or units.

NOTE

Refer also to [Licensing Information](#).

Creating An External DPSK Pool for the Property

Because one (and only one) eDPSK pool must be assigned to a property, you must create the pool before you configure the property. For every unit that you add to a property, a DPSK is assigned from this eDPSK pool to that unit. (One guest DPSK is also assigned to each unit if you configure the property to include Guest DPSKs, described later). Also, if you assign more than one SSID to the pool, the tenant portal will not include a button that displays the QRCode for either the wi-fi passphrase or the guest wi-fi passphrase.

NOTE

Once you have assigned a unit to a property, the eDPSK pool cannot be changed unless you first delete all its units.

For instructions on creating an eDPSK pool, refer to the *Cloudpath Enrollment System RUCKUS External Dynamic Pre-Shared Key (eDPSK) Configuration Guide*.

NOTE

If your property contains multiple buildings, you can use the same pool for more than one building, but you can also create one unique pool for each building. For the purposes of this guide, the creation of one pool to be applied to only one building is used as an example.

Creating the Property

Once you have created an eDPSK pool to assign to your property, follow these steps to configure the property:

1. In the Cloudpath UI, go to **Managed Access > Properties**.
2. Click **Add Property**.
3. Configure the property, as shown and described in the following example.

FIGURE 3 Creating the Property Configuration

Managed Access > Property Management > Create Property

Cancel Save

Property Details

Display Name: Building 1

Address: 000 Lake View Road
Lake Town, MN

Description:

Pool: Building 1

Limit Units:

Guest DPSK: Note: Adding a Guest DPSK will increase the DPSK license count.

Sends Email On Change:

Sends SMS On Change:

Management Info

Name: J. Smith

Phone: 0005550100

Email: js@ltapts.com

- **Display Name:** A meaningful name for the property (visible to you, as an administrator, and visible on the tenant portal).
- **Address:** Address of the property.
- **Description (optional):** Description of the property (visible only to you, as an administrator).
- **Pool:** The eDPSK pool assigned to this property (selected from the drop-down list). In this example, a pool called "Building 1" has already been created specifically to be assigned to this property. For information about creating an eDPSK pool with all its options, refer to the *Cloudpath Enrollment System RUCKUS External Dynamci Pre-Shared Key (eDPSK) Configuration Guide*.
- **Network Segmentation Group (applicable for network segmentation only):** A drop-down list to choose a network segmentation group is displayed only if you have configured a network segmentation profile in vSZ release 6.1 or later, and have added the vSZ

system to Cloudpath as an integrated system. That is outside the scope of this manual. For information on configuring network segmentation, refer to the *RUCKUS Network Segmentation Configuration Guide*. If you are not adding this property to a network segmentation group, but the "Network Segmentation Group" drop-down appears, select "None."

- **Limit Units:** You can check this box if you want to limit the number of units that can be assigned to this property. If you check the box, a "Max Units" pop-up field appears where you can enter the desired number.
- **Guest DPSK:** Checking this box assigns a guest DPSK to every unit that you add to the property. This field cannot be set on individual units, nor can this selection be changed once units have been assigned to the property.

NOTE

Checking this box also increases the DPSK license count for each unit. Refer to [Licensing Information](#).

- **Sends Email On Change:** Checking this box means that the contact person for a unit gets notified by email whenever the DPSK of the unit or the unit's guest DPSK (if guest DPSKs are being used) changes, or if the access token to the tenant portal is changed.

NOTE

If this box is checked, the contact person of the unit also gets notified by email as soon as you have added that unit to the property and saved the configuration.

- **Sends SMS On Change:** Checking this box means that the contact person for a unit gets notified by text whenever the DPSK of the unit or the unit's guest DPSK (if guest DPSKs are being used) changes, or if the access token to the tenant portal is changed.

NOTE

If this box is checked, the contact person of the unit also gets notified by text as soon as you have added that unit to the property and saved the configuration.

- **Management Info section:** As the property manager, this should be your contact information that you want displayed in all communications with your tenants.

4. Click **Save**. You are returned to the main Properties screen where your newly configured property is now displayed, as shown in the example below:

FIGURE 4 Properties Screen Before Adding Units to Newly Configured Property



Adding Units to the Property

Once you have configured a property, you can add units to the property, as shown with these steps:

Creating Your Property Management System

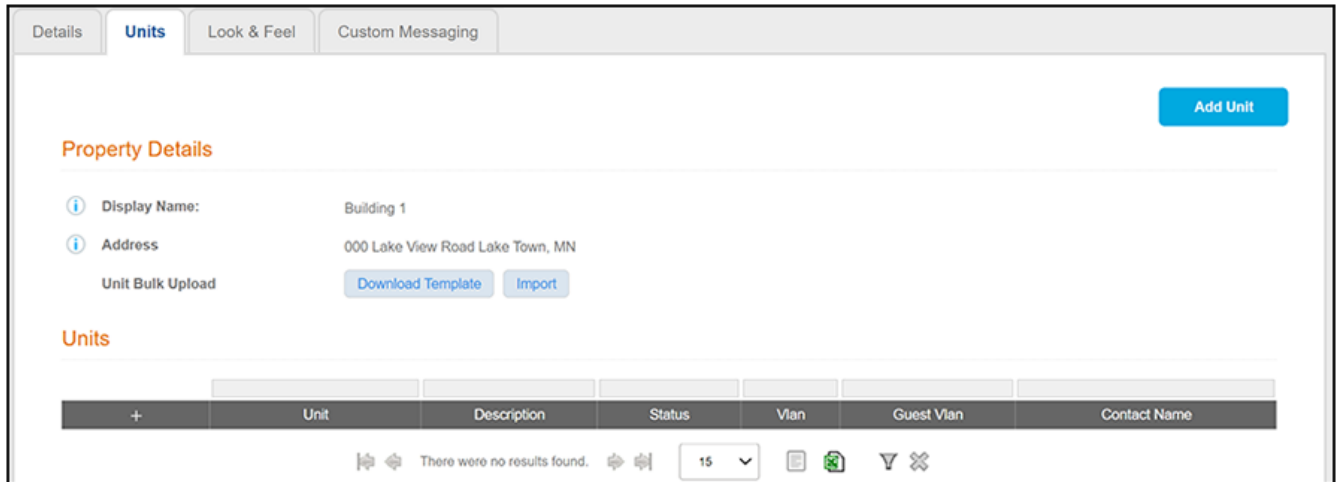
Adding Units to the Property

NOTE

You may want to consider [Setting up the Look and Feel of the Tenant Portal UI](#) before you create the units so that the portal will have the desired look before any tenants visit the portal.

1. From the main Properties screen, click the wrench icon.
2. On the ensuing screen, click the Units tab to invoke the following screen:

FIGURE 5 Adding Units By Bulk Upload or Individually



NOTE

If you have a lot of units to add, you can use the **Download Template** and **Import** buttons to add units by bulk (field descriptions are provided in the following steps). For more information about bulk uploads, refer to [Bulk Upload Considerations](#). To add units individually, proceed to the next step.

3. Add the first unit to your property, as shown and described in the following example:

FIGURE 6 Adding a Unit to Your Property

- Unit Number: Number or name of the unit you are adding.
- Description (optional): Description of the unit.
- DPSK Secret (optional): This is the secret that all devices connecting to this unit will need for wi-fi access. On the tenant portal, this secret is called the "Wi-Fi Passphrase." In the Cloudpath UI, you do not need to enter a value here because the secret is automatically generated. However, you can enter a value if you wish, and you can also change the unit secret at a later time.

NOTE

If, when you created the property, you checked the "Guest DPSK" box, a separate "Guest DPSK Secret" gets generated that all guest devices connecting to this unit will need for wi-fi access.

- Unit VLAN (optional): You can assign a VLAN to all devices in this unit. If no VLAN is specified here, the values defined in the DPSK pool that has been assigned to the property are used here.
- Guest DPSK Secret (optional): This field is present in unit configuration only if you checked the "Guest DPSK" box when you configured the property. This is the secret that all *guest* devices connecting to this unit need for wi-fi access. On the tenant portal, this secret is called the "Guest Passphrase." In the Cloudpath UI, you do not need to enter a value here because the secret is automatically generated. However, you can enter a value if you wish, and you can also change the guest secret at a later time.
- Use Custom Guest VLAN: This field is present in unit configuration only if you checked the "Guest DPSK" box when you configured the property. You can then check the "Use Custom Guest VLAN" box to invoke a popup where you can assign a VLAN to all guest devices in the unit that is different from the unit VLAN. If you leave this box unchecked, the guest VLAN is the same as the unit VLAN. (If you enter the same VLAN that is being used as the Unit VLAN, the "Use Custom Guest VLAN" box does not remain checked once you exit the configuration screen.)

NOTE

In [Figure 6](#), the "Use Custom Guest VLAN" is checked to show the "Guest Unit VLAN" popup for illustrative purposes only.

Creating Your Property Management System

Adding Units to the Property

- **Contact Details:** Enter the contact information for the tenant of this unit. The email and mobile phone information that you enter will be used to notify the tenant about how to access the tenant portal and what the pass phrases are for unit and guest wi-fi access.

NOTE

The name you enter here will appear near the top of the home page on this person's tenant portal.

4. Click **Save**.

NOTE

Once you save the configuration of a new unit, you have the option of resending the assignment SMS/Email to the phone number and/or email defined for this unit, provided that sending SMS/Email has been enabled in the configuration of the applicable property. To resend this information (for example, if you have changed a wi-fi passphrase), you can enter edit mode for the unit, and enable the "Resend SMS/Email" check box in the "Unit Contact Details" section of the screen, then click **Save**. Another method of resending this information is to click the magnifying glass for the unit (in the grid view of all configured units), then click the **Resend Unit Assignment SMS/Email** button in the "Unit Contact Details" section of the screen (refer to [Figure 14](#) on page 27).

5. Using the **Add Unit** button (or the + button above the Units grid), continue to add as many units to the property as you want. The following screen shows four units have been added to the "Building 1" property:

FIGURE 7 Property Details Example After Adding Four Units

The screenshot displays the 'Property Details' page for 'Building 1'. The page has tabs for 'Details', 'Units', 'Look & Feel', and 'Custom Messaging'. A blue 'Add Unit' button is in the top right. The 'Property Details' section shows 'Display Name: Building 1' and 'Address: 000 Lake View Road Lake Town, MN'. Below this is a 'Unit Bulk Upload' section with 'Download Template' and 'Import' buttons. The 'Units' section features a table with four rows, each representing an apartment unit. Each row has a set of icons (magnifying glass, pencil, X, trash) on the left. The table columns are: Unit, Description, Status, Vlan, Guest Vlan, and Contact Name.

| | Unit | Description | Status | Vlan | Guest Vlan | Contact Name |
|----------|-------------|-------------|--------|------|------------|-----------------|
| 🔍 ✎ ✕ 🗑️ | Apartment 1 | | ACTIVE | 1 | 1 | Andy Jones |
| 🔍 ✎ ✕ 🗑️ | Apartment 2 | | ACTIVE | 2 | 2 | Joe Johnson |
| 🔍 ✎ ✕ 🗑️ | Apartment 3 | | ACTIVE | 3 | 3 | Jennifer Wilson |
| 🔍 ✎ ✕ 🗑️ | Apartment 4 | | ACTIVE | 4 | 4 | Kim Washington |

At the bottom of the table, there are pagination controls: 'Results 1 - 4 of 4', a dropdown menu set to '15', and several utility icons.

When you are finished adding units, you can go to the main Properties screen (**Managed Access > Properties** in the UI) for the following view, which shows the four units added to the "Building 1" example property:

FIGURE 8 Main Properties Screen After Units Added

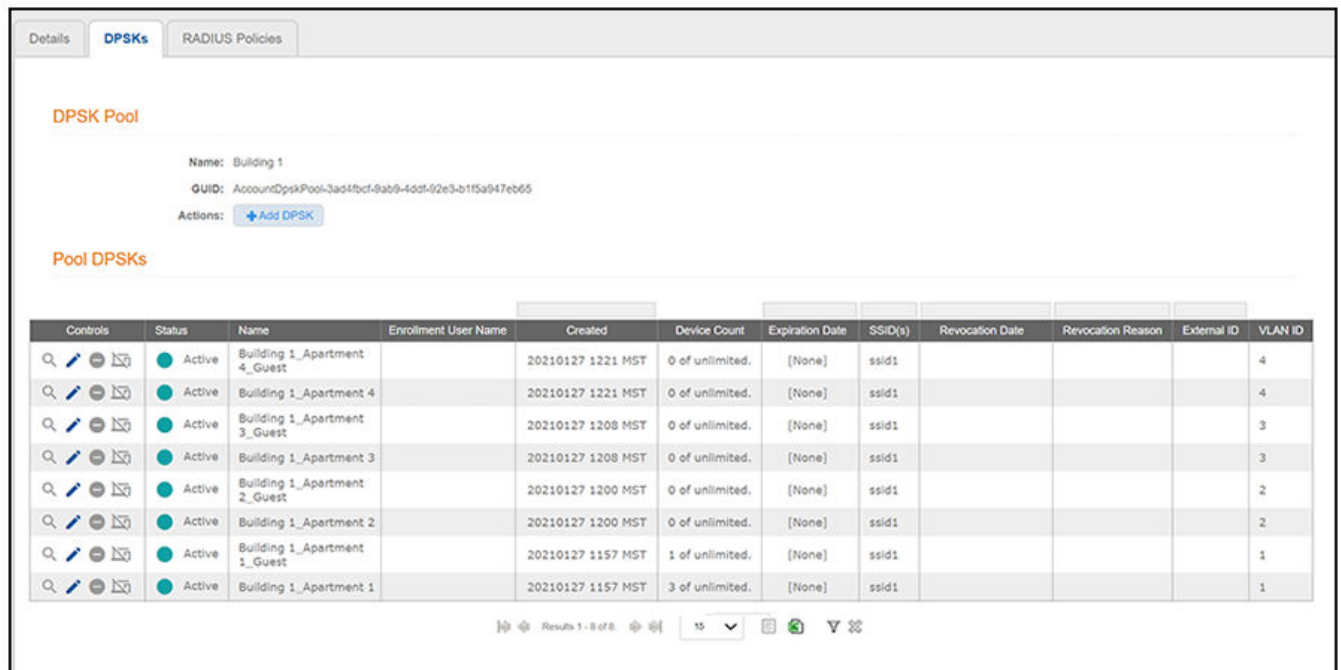


To view the correlation between the units and the DPSKs assigned from the pool in the "Building 1" example, the following is a screen shot of all the DPSKs in "Building 1:"

NOTE

DPSK names are managed at the unit level; therefore, if you change the name of a unit, Cloudpath updates the name of the corresponding DPSK. You should not attempt to change the name of the DPSK itself once it has been associated with a unit in your property.

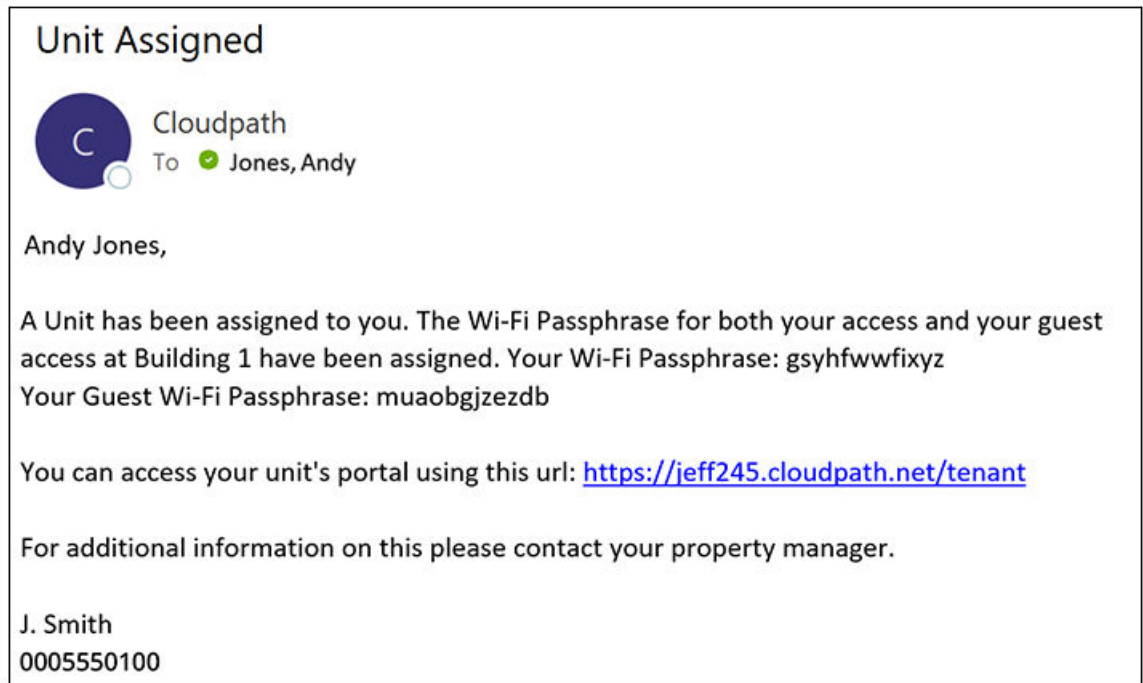
FIGURE 9 DPSKs Being Used in Configured Property Example



NOTE

Each time you add a unit to the property, the unit's contact person (in this case, Andy Jones in Apartment 1 in the example) receives a notification such as the one shown below:

FIGURE 10 Email Notification Sent to Unit Contact Person



The email contains the link to the person's tenant portal as well as the wi-fi pass phrases for the unit and the guests in the unit. A separate guest wi-fi pass phrase is included because the initial property configuration was set up that way (see the "Guest DPSK" field in [Figure 3](#)).

If you wish to make any changes to the default information provided in any of the notifications, go to the Custom Messaging tab of the applicable property (**Managed Access > Properties**, click Wrench icon for property).

Setting up the Look and Feel of the Tenant Portal UI

You can use the Look & Feel tab from within a property to add a logo, color scheme, and announcements to your tenants. This basic look and feel takes effect on all units within the property. The following steps describe setting up the look and feel for the example property that was configured in [Figure 3](#):

1. From the main Properties screen, click the wrench icon.
2. On the ensuing screen, click the Look & Feel tab.
3. From within the Look & Feel tab, click **Edit**.
4. Configure the look and feel as desired, as shown and described in the following example:

FIGURE 11 Creating the Look and Feel for the Tenant Portal

Managed Access > Properties > Edit Tenant Portal Look & Feel

Cancel Save

Property Details

Display Name: Building 1

Tenant Portal Details

Tenant API Allowed

Tenant Portal Allowed

Manual DPSK Secret Allowed

Title: Building 1

Subtitle: Welcome to your tenant portal

Login Text: Welcome to Your Portal

Announcements

Help Text: Please contact management for any concerns.

Look & Feel

Main Color: 101820 Reset Default

Accent Color: E57200 Reset Default

Separator Color: D9D9D6 Reset Default

Text Color: 54585A Reset Default

Logo and Icon Files

Logo File Name: Current: lakeview_logo.png (Size: 47739) X

Replace: Choose File No file chosen

Icon File Name: Choose File No file chosen

- Display Name (optional): Name of the property (visible only to you, as an administrator).
- Tenant API Allowed: Allows access to the tenant REST API for units on this property. Enabled by default.

NOTE

If you disable Tenant API Allowed, the tenant portal also becomes disabled. If you re-enable Tenant API Allowed, you can then also enable the tenant portal.

- Tenant Portal Allowed: Allows access to the tenant portal for units on this property. Enabled by default.
- Manual DPSK Secret Allowed: Enabling this field allows the tenant to manually set the DPSK Secret(s) on the tenant portal. If enabled, this setting applies to all units/tenants in the property. If you disable this field, tenants can reset the DPSK Secret(s) on the tenant portal only by creating randomly generated DPSKs. The icon that appears on the tenant portal depends on whether you

Creating Your Property Management System

Setting up the Look and Feel of the Tenant Portal UI

enable this field. For more information about the icon, refer to [Table 2](#) on page 34 (see the table entry called "Change the Wi-fi or Guest Wi-fi Passphrase").

- **Title:** Title of the property that you want displayed on the home page of the tenant portal.
- **Subtitle:** A subtitle, if desired, that provides a welcome-type message to the tenant and appears underneath a logo that you can also add to the tenant portal.
- **Login Text:** Text to display on the tenant portal when the login screen is presented.
- **Announcements:** Enter any announcement that you want displayed on the tenant portal if the tenant clicks the Information icon:



NOTE

If you leave this field blank, the icon appears on the tenant portal as:

- **Help Text:** Enter any help information that you want displayed on the tenant portal if the tenant clicks the Help icon:
- **Color buttons:** Use the various color buttons to create the desired look for the tenant portal.
- **Logo File Name:** You can upload an image file to display the logo of your property on the tenant portal. In this example, the name of the property is "Lake View Apartments," which is why the imported file is named accordingly.

NOTE

It is recommended that the image for the logo be no larger than 440 x 119 pixels.

- **Icon File Name:** Sets the favicon that is displayed in the tenant portal UI browser tab.

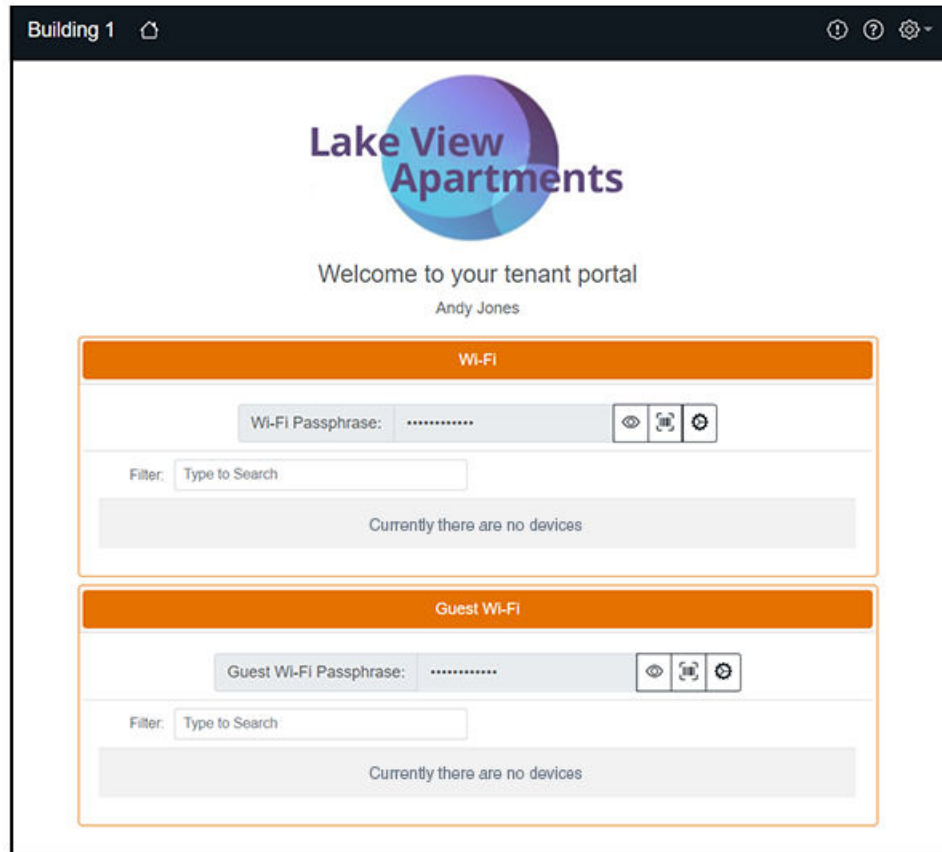
5. Click **Save**.

NOTE

As soon as you save any changes that you made in the Look & Feel tab of the Cloudpath UI, these changes will be reflected on the tenant portal once you refresh the tenant portal page in your browser.

Based on the settings shown in [Figure 11](#), the tenant portal home page (or "landing page") would appear as follows:

FIGURE 12 Look and Feel of the Tenant Portal Home Page After Configuration in Cloudpath UI



Bulk Upload Considerations

If you have many units to add, you may want to consider using the "Unit Bulk Upload" option instead of adding each unit individually. Be aware of the following information pertaining to the bulk upload feature:

- The file could potentially take several minutes to upload, depending on its size.
- If the file contains errors, it may still upload and add some of the units in the spreadsheet, but will not upload units whose entries contains errors such as duplicate unit numbers, guest secrets being the incorrect length, and so on.
- Any unit without a unit number or contact name will not upload, and an error message will indicate the missing information.

Licensing Information

Each active DPSK (including active guest DPSKs) counts as one license being used. Therefore, if you have 50 units in your building, and you checked the "Guest DPSK" box during property configuration, you could have as many as 100 licenses being used. To check the number of licenses being utilized, go to **Support > Licensing > Details** tab in the UI, and see the number of "Total Active Dpsks."

Viewing Information of a Configured Unit

Once you have configured a unit, there is a lot of information about the unit that you, as property manager, can find useful.

If you go to the main Properties page (**Managed Access > Properties**) in the Cloudpath UI, click the wrench icon for the desired property, then click the Units tab, you get a view such as the one below:

FIGURE 13 View of All Units Within a Property

The screenshot shows the 'Units' tab in the Cloudpath UI. At the top, there are tabs for 'Details', 'Units', 'Look & Feel', and 'Custom Messaging'. A blue 'Add Unit' button is in the top right. Below the tabs, the 'Property Details' section shows 'Display Name: Building 1' and 'Address: 000 Lake View Road Lake Town, MN'. Under 'Unit Bulk Upload', there are 'Download Template' and 'Import' buttons. The 'Units' section features a table with the following data:


| | Unit | Description | Status | Vlan | Guest Vlan | Contact Name |
|---|-------------|-------------|--------|------|------------|-----------------|
| + | Apartment 1 | | ACTIVE | 1 | 1 | Andy Jones |
| + | Apartment 2 | | ACTIVE | 2 | 2 | Joe Johnson |
| + | Apartment 3 | | ACTIVE | 3 | 3 | Jennifer Wilson |
| + | Apartment 4 | | ACTIVE | 4 | 4 | Kim Washington |

At the bottom of the table, there are icons for search, edit, delete, and a pagination control showing 'Results 1 - 4 of 4' and a dropdown menu set to '15'.

Then, you can click the magnifying glass icon to view all the settings of one of the units. The example below shows the information for the unit called Apartment 1:

FIGURE 14 Unit-Specific Information

The screenshot shows a web interface for managing units. At the top, there is a breadcrumb trail: 'Managed Access > Properties > Units' and a 'Done' button. The main content is divided into two sections: 'Unit Information' and 'Unit Contact Details'. The 'Unit Information' section lists various fields for 'Apartment 1', including its status (ACTIVE), tenant URL, QR code, and various security keys (DPSK, Guest DPSK). The 'Unit Contact Details' section provides contact information for 'Andy Jones', including email, phone number, and country code.

| Unit Information | |
|-----------------------|---|
| Unit Number | Apartment 1 |
| Description: | |
| Status: | ACTIVE Suspend |
| Tenant Url | https://jeff245.cloudpath.net/tenant |
| Tenant QRCode |  Reset Access Token |
| DPSK Secret | ***** 🔍 |
| Device Count | 0 |
| DPSK | Building 1_Apartment 1 |
| Unit VLAN (optional): | 1 |
| Guest DPSK Secret | ***** 🔍 |
| Guest Device Count | 0 |
| Guest DPSK | Building 1_Apartment 1_Guest |
| Guest Unit VLAN | 1 |

| Unit Contact Details | |
|---|---------------|
| Resend Unit Assignment SMS/Email | |
| Name | Andy Jones |
| Email | aj@jones.com |
| Phone Number | 555-000-0101 |
| Country Code | United States |

Some fields of interest include:

- Status: If for any reason you want to suspend this unit, you can do so from this field. This would revoke its associated DPSKs and prevent it from accessing the tenant portal and wi-fi network. You can re-activate the unit at anytime.
- Tenant URL: This is a live link that will take you directly to the tenant portal for this unit.
- Tenant QRCode: You can download the code and give it to the tenant as another option to provide them with access to the portal if they have QRCode-compatible devices. You can also reset the access token for any reason if you want to prevent the original code from working. Once you reset the code, the tenant receives a notification with the new access information.

NOTE

The tenant also has the ability to reset the access code from the tenant portal profile page if he or she thinks the code has been compromised. For more information, refer to [Profile Page](#) on page 36. In this case too, the tenant receives a notification with the new access information as soon as the code has been reset.

Creating Your Property Management System

Connecting to the Tenant Portal

- **DPSK Secret:** You can view the secret from here by clicking the magnifying glass. You can also change the secret from the UI by editing the unit configuration. This is described in more detail later.
- **DPSK:** The name of the DPSK is formed as: *name of the property_name of the unit*
- **Guest DPSK Secret:** You can view the secret from here by clicking the magnifying glass. You can also change the secret from the UI by editing the unit configuration. This is described in more detail later.
- **Guest DPSK:** The name of the Guest DPSK is formed as: *name of the property_name of the unit_Guest*
- **Resend Unit Assignment SMS/Email:** Clicking this button resends the assignment SMS/Email to the phone number and/or email defined for this unit, provided that sending SMS/Email has been enabled in the configuration of the applicable property.

Connecting to the Tenant Portal

The tenant portal can be accessed in a number of ways.

Common methods for connecting to the tenant portal are:

- The tenant can click the link provided in an email and/or text message notification. An example of such a notification is shown in [Figure 10](#) on page 22.
- You, as property manager, can provide the QRCode for the tenant portal (for QRCode-compatible devices). You can download the QRCode from Cloudpath UI. For instructions, refer to [Viewing Information of a Configured Unit](#) on page 26.

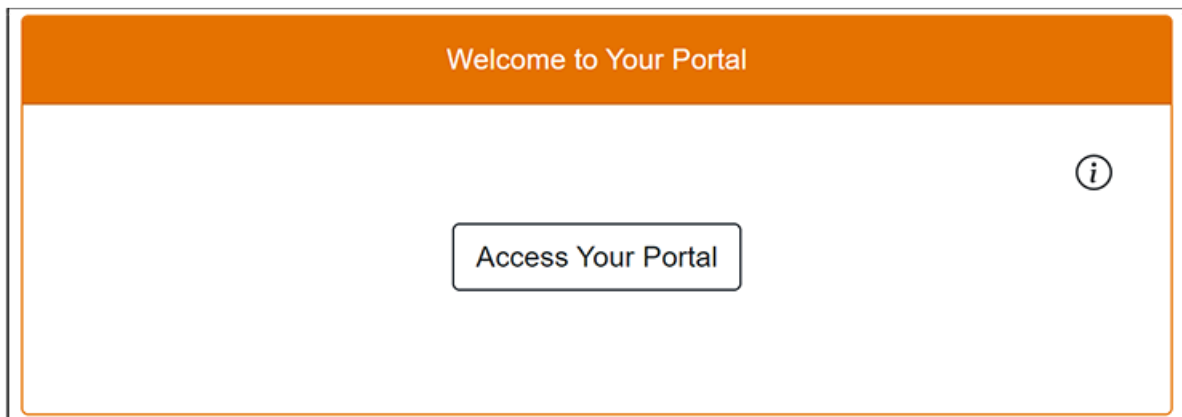
NOTE

The QRCode for access to the tenant portal is also available on the tenant portal itself -- in the Profile screen. For more information, refer to [Profile Page](#) on page 36.

The steps below cover what happens when you access the tenant portal:

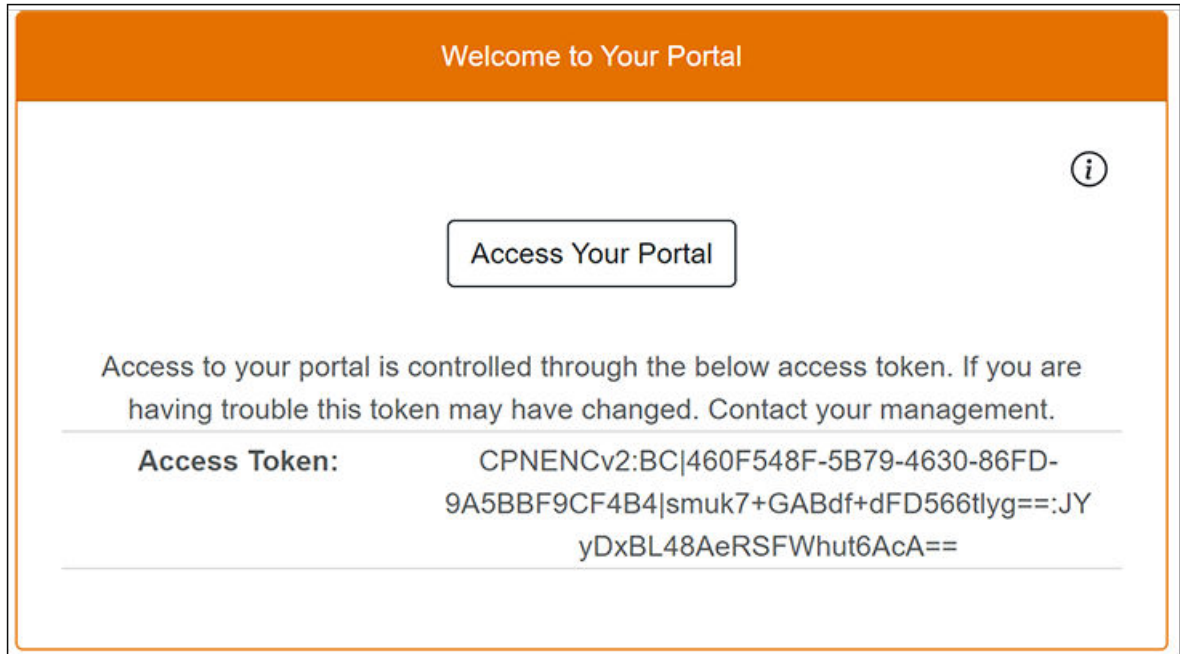
1. You will be taken to the Welcome to the Portal screen:

FIGURE 15 Welcome to Your Portal Screen With Credentials Hidden



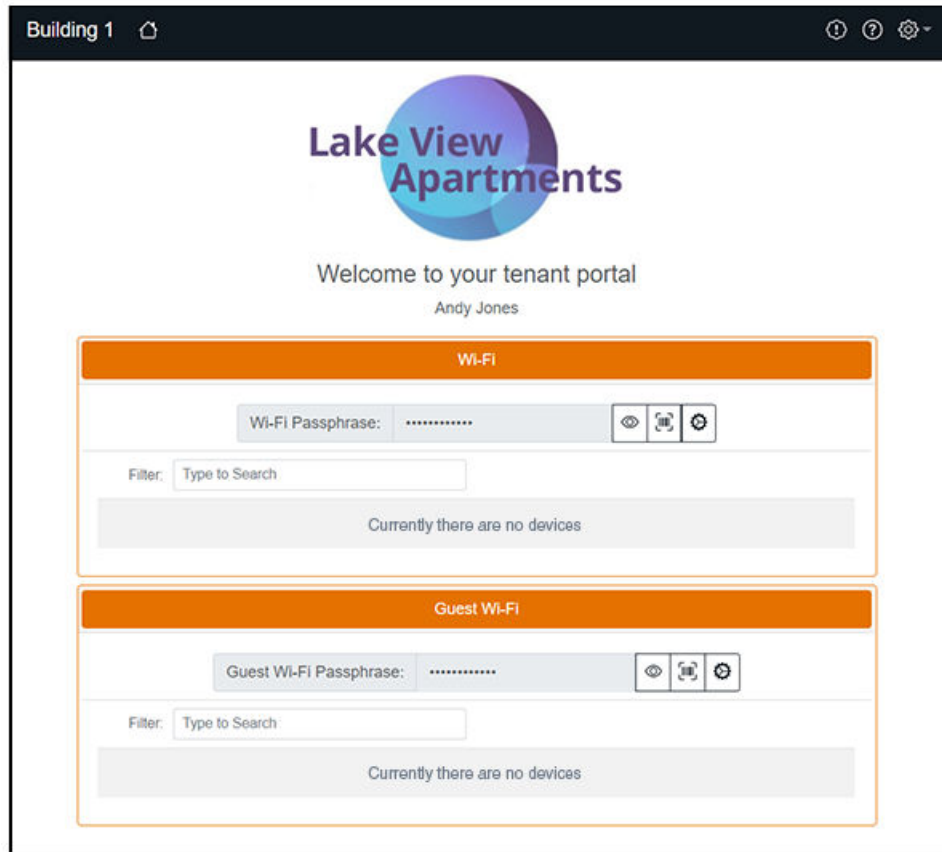
2. You can click the Information icon, if you wish, to view your access token, as shown below.

FIGURE 16 Welcome to Your Portal Screen With Credentials Displayed



3. Click **Access Your Portal**. The tenant portal home page appears, as shown in the example below:

FIGURE 17 Tenant Portal Home Page Example Before Any Devices Have Been Connected to Wi-Fi



Related topics:

- [Connecting to the Wi-Fi Network](#) on page 31
- [Using the Tenant Portal](#) on page 33

Creating a Unit for a Property from an Existing Workflow

You can build a step into a workflow to create a unit for a new or existing property from a workflow.

Once you have created a unit step in your workflow, you can then add a “Display a message” or “Send a notification” step following the unit creation step so that the created unit information can be displayed for the user. “Display a message” now contains “Tenant URL” and “DPSK” HTML message templates specifically designed for unit creation.

The unit creation workflow step results in the following enrollment variables:

- `${UNIT.DPSK}`: DPSK passphrase for the unit owner.
- `${UNIT.DPSK_GUEST}`: Guest passphrase if guest DPSK is enabled for the property.
- `${UNIT.NUMBER}`: Unit Name
- `${UNIT.TENANT_PORTAL_URL}`: Unit tenant portal URL if the tenant portal is enabled for the property.

NOTE

The unit creation plug-in can only be used after you have been prompted for your credentials and the authentication verified.

For more information on adding the "Unit Creation" workflow step and the "Display Message" plugin, refer to the **Creating a Unit for a Property from an Existing Workflow** section of the *Cloudpath Enrollment System Deployment Administration Guide*.

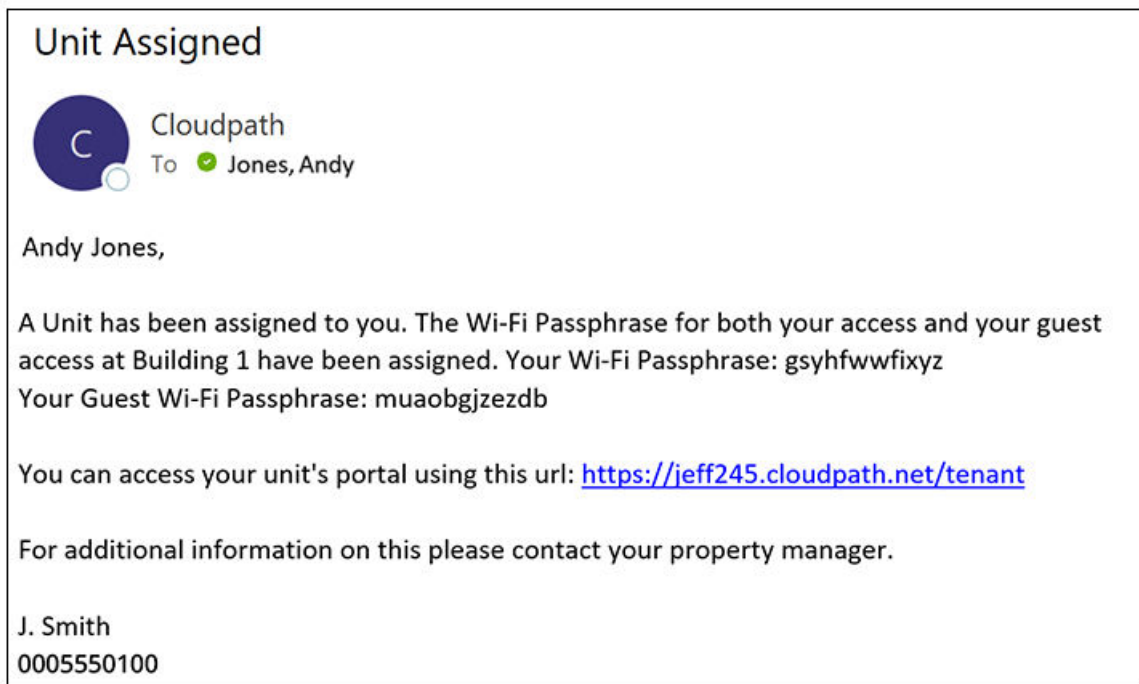
Connecting to the Wi-Fi Network

The wi-fi network can be accessed in a number of ways.

Common methods for connecting to the wi-fi network are:

- You, as property owner, tell the tenant the name of the wi-fi network. The tenant receives the wi-fi pass phrase for the unit and the pass phrase for their guests (if you configured separate guest access) via an email and/or text message notification. An example of such a notification is shown below.

FIGURE 18 Email Notification Sent to Unit Contact Person



NOTE

If you wish to make any changes to the default information provided in any of the notifications, go to the Custom Messaging tab of the applicable property (**Managed Access > Properties**, click Wrench icon for property).

Tenants can then proceed to connect their devices, and they can inform their guests of the guest passphrase so that they can connect their devices.


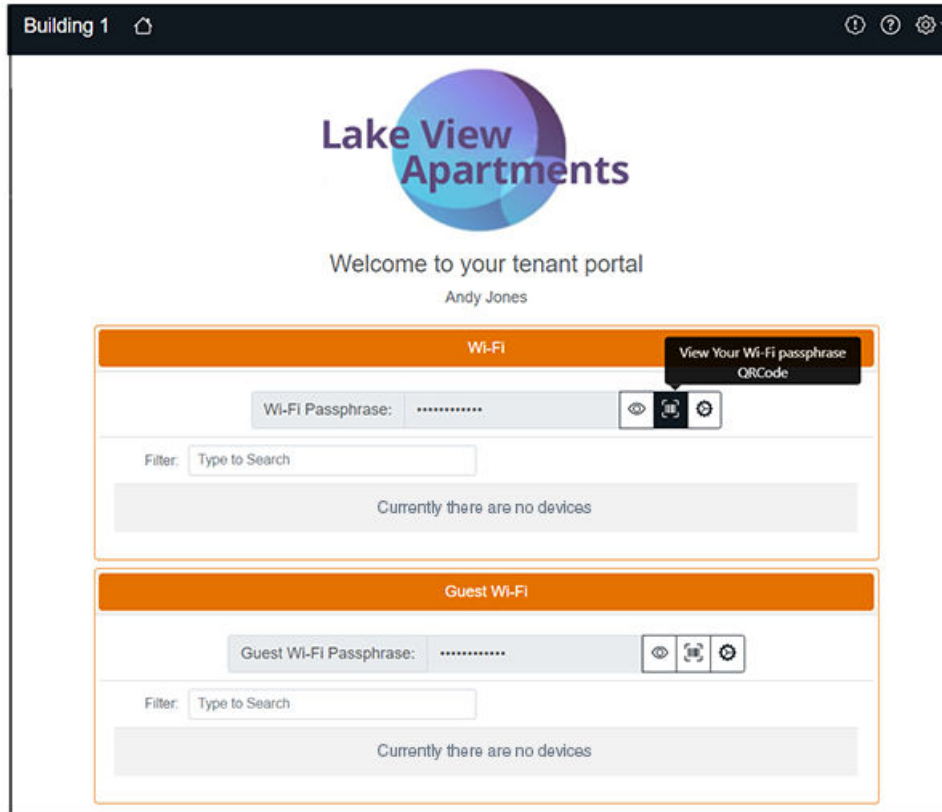
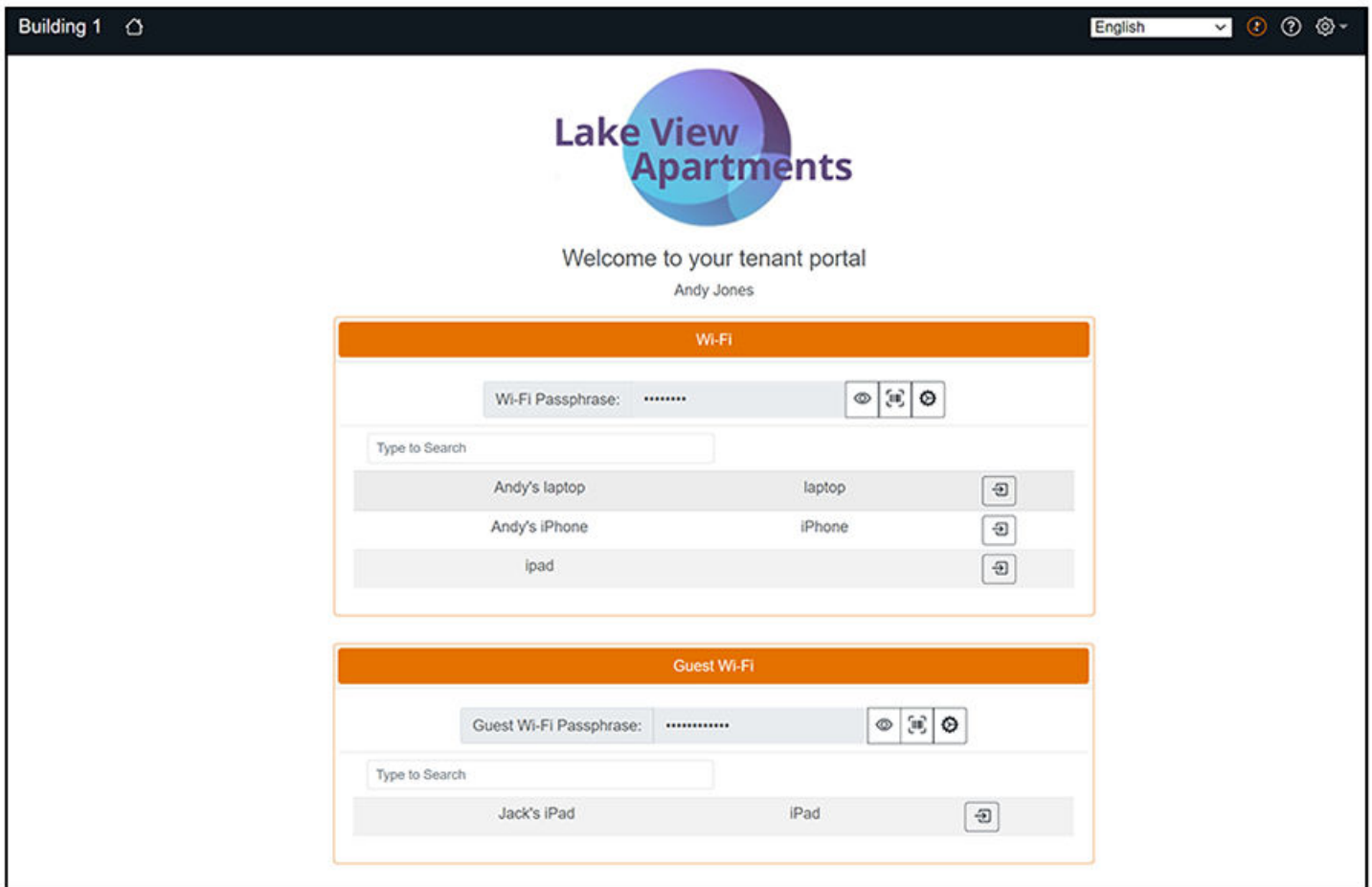
- For devices that are QRCode-compatible, they can scan the QRCode to instantly connect to the wifi. The QRCode can be obtained by clicking the middle of the three icons () that appear to the right of the "Wi-Fi Passphrase" field or "Guest Wi-Fi Passphrase" field, as applicable, as shown in the example tenant portal home page below.

FIGURE 19 Tenant Portal Home Page Includes QR Codes for Wi-Fi Access



The following screen shows an example of the tenant portal home page after some devices have been connected:

FIGURE 20 Tenant Portal Home Page After Devices Are Connected



NOTE

When devices first connect to the wi-fi, they appear with their MAC addresses only. You can provide more specific naming if you wish. For more information, refer to [Using the Tenant Portal](#) on page 33.

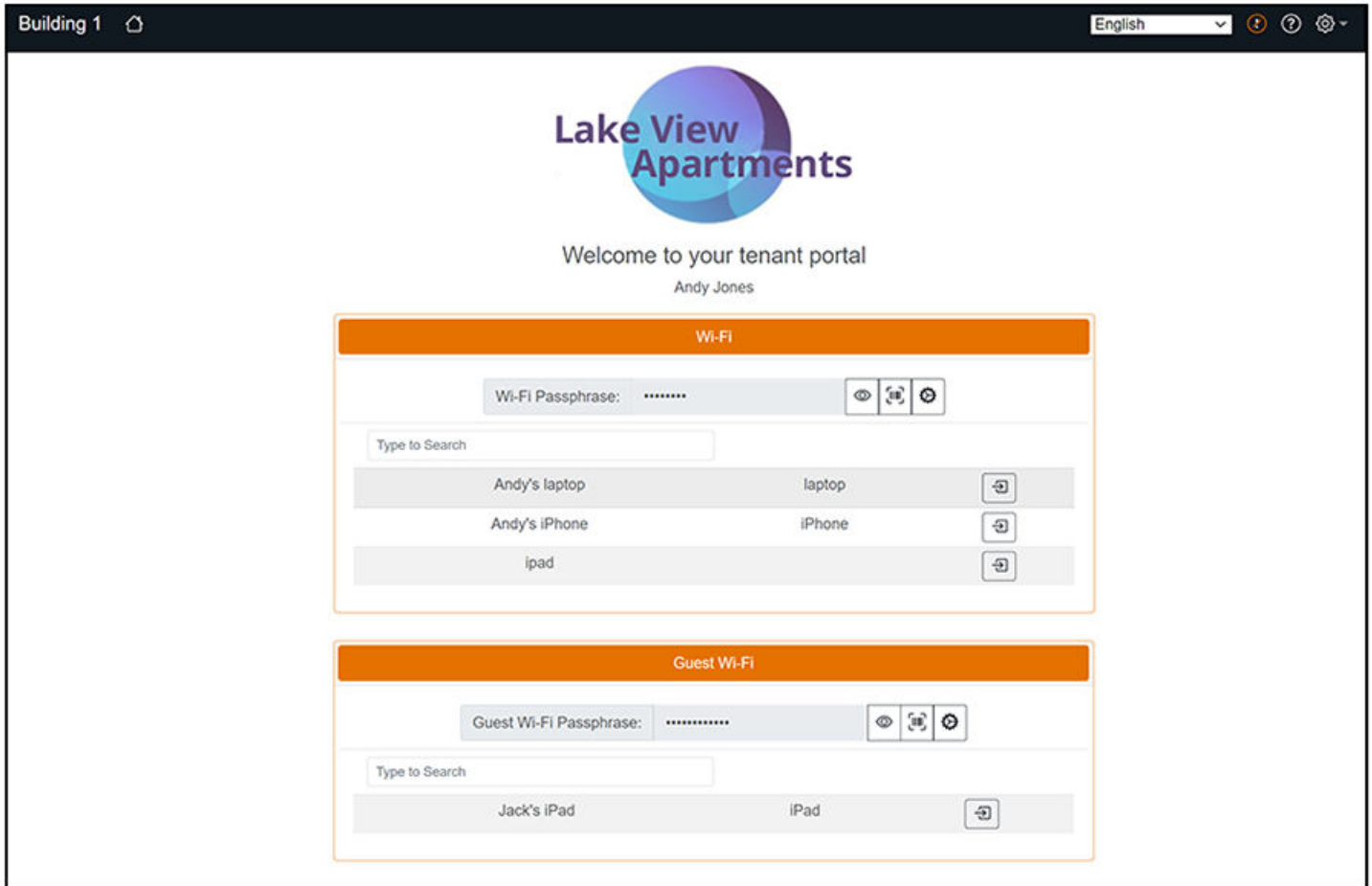
Using the Tenant Portal

Anyone who has access to the tenant portal can make the changes described in this section. However, the tenant portal user interface would typically be used by tenants and guests. The property manager can use the Cloudpath UI to make changes to the tenant portal if so desired.

What the Tenant Portal Home Page Provides

The following is an example of a tenant portal home page.

FIGURE 21 Tenant Portal Home Page Example




From anywhere in the portal, you can return to the home page by clicking the Home icon () in the upper left portion of the portal. The following table lists some actions you can perform from the home page:

TABLE 2 Actions You Can Take from Tenant Portal Home Page



| Actions | Instructions |
|--|--|
| Show/hide the Wi-fi or Guest Wi-fi Passphrase. | Click the Eye icon:  |
| View the Wi-fi or Guest Wi-fi Passphrase QRCode. | Click the QRCode icon  . |
| | <p>NOTE</p> <p>If the eDPSK pool associated with the property contains more than one SSID, no QRCode is displayed in the tenant portal.</p> |

TABLE 2 Actions You Can Take from Tenant Portal Home Page (continued)







| Actions | Instructions |
|--|---|
| <p>Change the Wi-fi or Guest Wi-fi Passphrase.</p> | <p>Click the "gears wide connected icon" () , then follow the screen instructions. The "gears wide connected icon" is present if the field called "Manual DPSK Secret Allowed" is enabled in the Edit Tenant Portal Look & Feel screen in the Cloudpath UI (see Figure 11 on page 23). If that field has not been enabled, the Wi-fi or Guest Wi-fi passphrase can be automatically reset by clicking on the following icon, which is displayed in place of the gears icon: </p> <p>NOTE If you change a wi-fi pass phrase, all devices that used that pass phrase are removed from the network and must reconnect using the new pass phrase. When a pass phrase is changed, email and/or text message notifications are sent to the tenant with the new information.</p> <p>NOTE Also, as the property manager, if you view the DPSK Secret or Guest DPSK Secret in the Cloudpath UI Unit Information screen (Viewing Information of a Configured Unit on page 26), you can observe any pass-phrase changes there as well as in the tenant portal.</p> |
| <p>Rename or remove a device.</p> | <p>Click the right-arrow icon (). On the ensuing screen, you can click the same icon to edit the name or description of the device. You also can click Remove Device From Network, but will not receive a warning.</p> <p>NOTE Removing a device does not remove the DPSK secret from the device. Therefore, if the device is within access distance of the access point, the device automatically reconnects to the network. If you want to permanently remove a device from the network, you need to also change the associated DPSK secret. This could be useful if some old devices are being permanently replaced by new devices.</p> |
| <p>View any announcements from the property manager.</p> | <p>If any announcement(s) were configured in the Cloudpath UI in the Look & Feel tab for the property (see Figure 11 on page 23), the information icon in the upper-right portion of the portal appears as: . Clicking the icon will display the announcement(s), such as the one shown below:</p> <p>FIGURE 22 Announcements Configured in Cloudpath UI to Appear in Tenant Portal</p> <div data-bbox="824 1524 1500 1635" style="border: 1px solid #ccc; padding: 10px; text-align: center;"> <p>Announcements</p> <p>Pavement work happening this Tuesday.</p> </div> <p>NOTE If there are no announcements, the icon is: </p> |

TABLE 2 Actions You Can Take from Tenant Portal Home Page (continued)









| Actions | Instructions |
|--|--|
| <p>View any help text from the property manager.</p> | <p>Click the Help icon () in the upper-right portion of the portal. Any help text configured in the UI in the Look & Feel tab for the property will pop up, such as the one shown below:</p> <p>FIGURE 23 Help Text Configured in Cloudpath UI to Appear in Tenant Portal</p> <div data-bbox="836 552 1495 661" style="border: 1px solid #ccc; padding: 10px; text-align: center;"> <p style="color: #0070c0; font-weight: bold; margin: 0;">Portal Help</p> <p style="font-size: small; margin: 0;">Please contact management for any concerns.</p> </div> <p>If no help text was configured in the UI, the default help text pops up:</p> <p>FIGURE 24 Default Portal Help Text</p> <div data-bbox="836 835 1495 968" style="border: 1px solid #ccc; padding: 10px; text-align: center;"> <p style="color: #e67e22; font-weight: bold; margin: 0;">Portal Help</p> <p style="font-size: x-small; margin: 0;">This portal enables you to change your personal details and Wi-Fi Passprase(s) under "Profile", and view and manage devices connected to your Wi-Fi network.</p> </div> |
| <p>Use the Settings drop-downlist.</p> | <p>The settings dropdown in the upper-right provides the following options:</p> <div data-bbox="824 1060 1097 1304" style="border: 1px solid #ccc; padding: 10px;"> <div style="background-color: #333; color: white; padding: 5px; display: flex; align-items: center; justify-content: center;"> ⚙ ▼ </div> <ul style="list-style-type: none"> <li style="padding: 5px 10px;">Profile <li style="padding: 5px 10px;">Property Info <li style="padding: 5px 10px;">Sign Out </div> <p>The Profile Page and Property Info are described below.</p> |

Profile Page



If you click on **Profile** from the Settings drop-down list, a page such as the one in the following example is displayed.

FIGURE 25 Tenant Portal Profile Page


Profile

| | | | |
|-------------------------|-------------|--|---|
| Number | Apartment 1 | | |
| Description | | |  |
| Name | Andy Jones | |  |
| Wi-Fi Passphrase | |   |  |
| Guest Passphrase | |   |  |

Contact Info

| | | | |
|---------------------|---------------|--------------|---|
| Email | aj@jones.com | |  |
| Phone Number | United States | 000-555-0101 |  |

Portal Access

| | | | |
|-------------------|--------------------------------------|--|---|
| Portal Uri | https://jeff245.cloudpath.net/tenant | |  |
|-------------------|--------------------------------------|--|---|

View Portal Access QrCode

The following table lists some actions you can perform from the Profile page:

TABLE 3 Actions You Can Take from Tenant Portal Profile Page






| Actions | Instructions |
|--|---|
| Change the Number, Description, or Name in the "Profile" section, and Email and Phone Number in the "Contact Info" section. Each of these items pertain to the unit resident, not to the property manager. | Click the right-arrow icon:  . enter the text you want, then click Change . |
| Show/hide the Wi-fi or Guest Wi-fi Passphrase. | Click the Eye icon:  |
| View the Wi-fi or Guest Wi-fi Passphrase QRCode. | Click the QRCode icon:  |

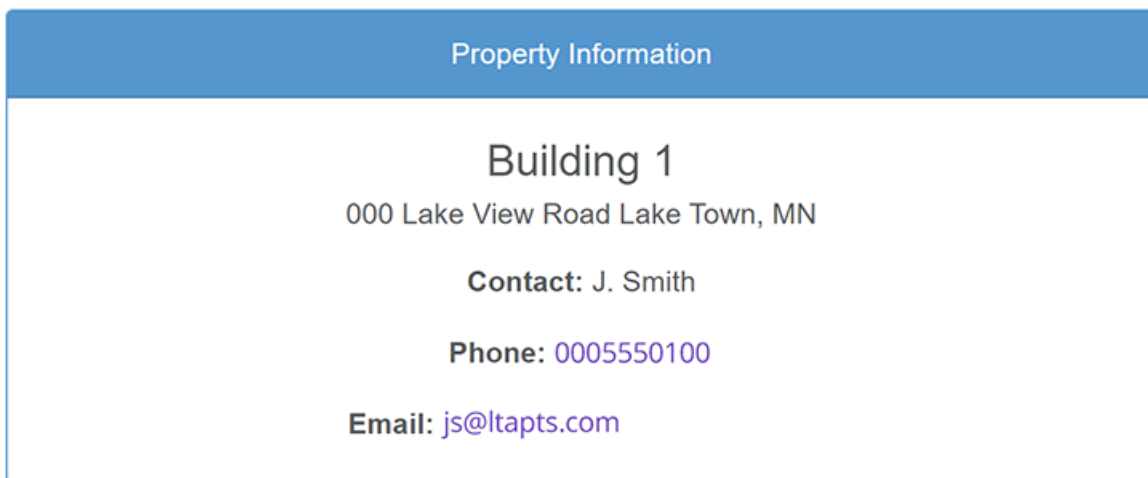
TABLE 3 Actions You Can Take from Tenant Portal Profile Page (continued)

| Actions | Instructions |
|---|--|
| Change the Wi-fi or Guest Wi-fi Passphrase. | <p>Click the right-arrow icon (), then follow the screen instructions.</p> <p>NOTE If you change a wi-fi pass phrase, all devices that used that pass phrase are removed from the network and must reconnect using the new pass phrase. When a pass phrase is changed, email and/or text message notifications are sent to the tenant with the new information.</p> <p>NOTE Also, as the property manager, if you view the DPSK Secret or Guest DPSK Secret in the Cloudpath UI Unit Information screen (Viewing Information of a Configured Unit on page 26), you can observe any pass-phrase changes there as well as in the tenant portal.</p> |
| View the tenant portal access QRCode. | In the "Portal Access" section of the screen, click View Portal Access QRCode . |
| Change the portal authentication token. | <p>The portal access code can be reset here as well as in the Cloudpath UI. Resetting it here would typically be done by the tenant if he or she believes that the current code may have been compromised.</p> <p>Click the right-arrow icon:  . You can then proceed by clicking "Change" after viewing the warning. The code resets, and a notification with the new access information gets sent to the tenant.</p> |

Property Information

If you click on **Property Info** from the Settings drop-down list, a page such as the one in the following example is displayed, and this page provides the contact information of the property manager as configured in the Cloudpath UI.

FIGURE 26 Property Information Including Contact Information of Property Manager



Other Actions You Can Perform in the Properties Area of the Cloudpath UI

You can manage your property and its units in many ways after the initial configuration.

In the Cloudpath UI, go to **Managed Access > Properties** to view any properties you have configured, then click the wrench icon of the desired property. The Property Details screen appears, as shown in the following example:

FIGURE 27 Property Details Screen Example

The screenshot displays the 'Property Details' screen with the following sections:

- Property Details:** Includes fields for Display Name (Building 1), Address (000 Lake View Road Lake Town, MN), Description, DPSK Pool (Building 1), Allows Guest DPSK (checked), Unit Count (4), Sends Email On Change (checked), and Sends SMS On Change (checked).
- Property Management Details:** Includes Name (J. Smith), Email (js@ltapts.com), and Phone (0005550100).
- Management Portal Assignments:** A table with the following data:

| Name | Description | Access Secret |
|---------------------|-------------|---------------|
| Management Portal 1 | | secret |

Some actions you can perform include:

- From the **Details** tab, you can:
 - Click **Edit** to change any existing values. You can also delete the property by scrolling down to the "Cleanup" section and expanding the arrow, and following on-screen instructions.

Creating Your Property Management System

Other Actions You Can Perform in the Properties Area of the Cloudpath UI

NOTE

Be very certain that you want to delete an entire property before doing so, since you will also be wiping out all associated units, their DPSKs, related device information, and so on.

- "Under Management Portal Assignments," the links to any management portals that this property belongs to are provided. You can click on a link to be taken to the Properties tab of the configuration page of that management portal. For more information, refer to [Creating a Management Portal](#) on page 41.
- If you click the **Units** tab, the following view is displayed:

FIGURE 28 Units Tab View of Property

The screenshot shows the 'Units' tab view for a property. At the top, there are tabs for 'Details', 'Units', 'Look & Feel', and 'Custom Messaging'. The 'Units' tab is selected. In the top right corner, there is a blue 'Add Unit' button. Below this, the 'Property Details' section shows: Display Name: Building 1, Address: 000 Lake View Road Lake Town, MN, and Portal Support (API Key): Enabled. There are buttons for 'Download Template' and 'Import' under 'Unit Bulk Upload'. The main section is titled 'Units' and contains a table with the following data:

| | Unit | Description | Status | Vlan | Guest Vlan | Contact Name |
|---|-------------|-------------|--------|------|------------|-----------------|
| + | Apartment 1 | | ACTIVE | 1 | 1 | Andy Jones |
| + | Apartment 2 | | ACTIVE | 2 | 2 | Joe Johnson |
| + | Apartment 3 | | ACTIVE | 3 | 3 | Jennifer Wilson |
| + | Apartment 4 | | ACTIVE | 4 | 4 | Kim Washington |

At the bottom of the table, there are icons for search, edit, delete, and suspend, along with pagination controls showing 'Results 1 - 4 of 4' and a page size dropdown set to '15'.

- Add additional units to the property by either clicking the + above the units grid or clicking **Add Unit** at the top of the screen.

NOTE

You can use the **Download Template** and **Import** buttons to add many units to the property simultaneously.

- Click the magnifying glass next to any unit to view all values for that unit; you can view DPSK shared secrets as well as download the tenant portal QRCode from the magnifying glass view. For more information, refer to [Figure 14](#) on page 27
- Click the pencil icon to edit the existing unit.
- Click the X next to a unit to delete it altogether. Proceed with caution because this will also delete the DPSKs associated with the unit.
- Click the Suspend icon (to the right of the X) to suspend a unit. Proceed with caution because this will also revoke the associated DPSKs.
- From the **Look & Feel** tab, make any changes you want, and then refresh the tenant portal UI to check your changes.
- From the **Custom Messaging** tab, you can make modifications to the default text that is included in notifications sent to tenants about assigned units, tenant portal access, and so on.

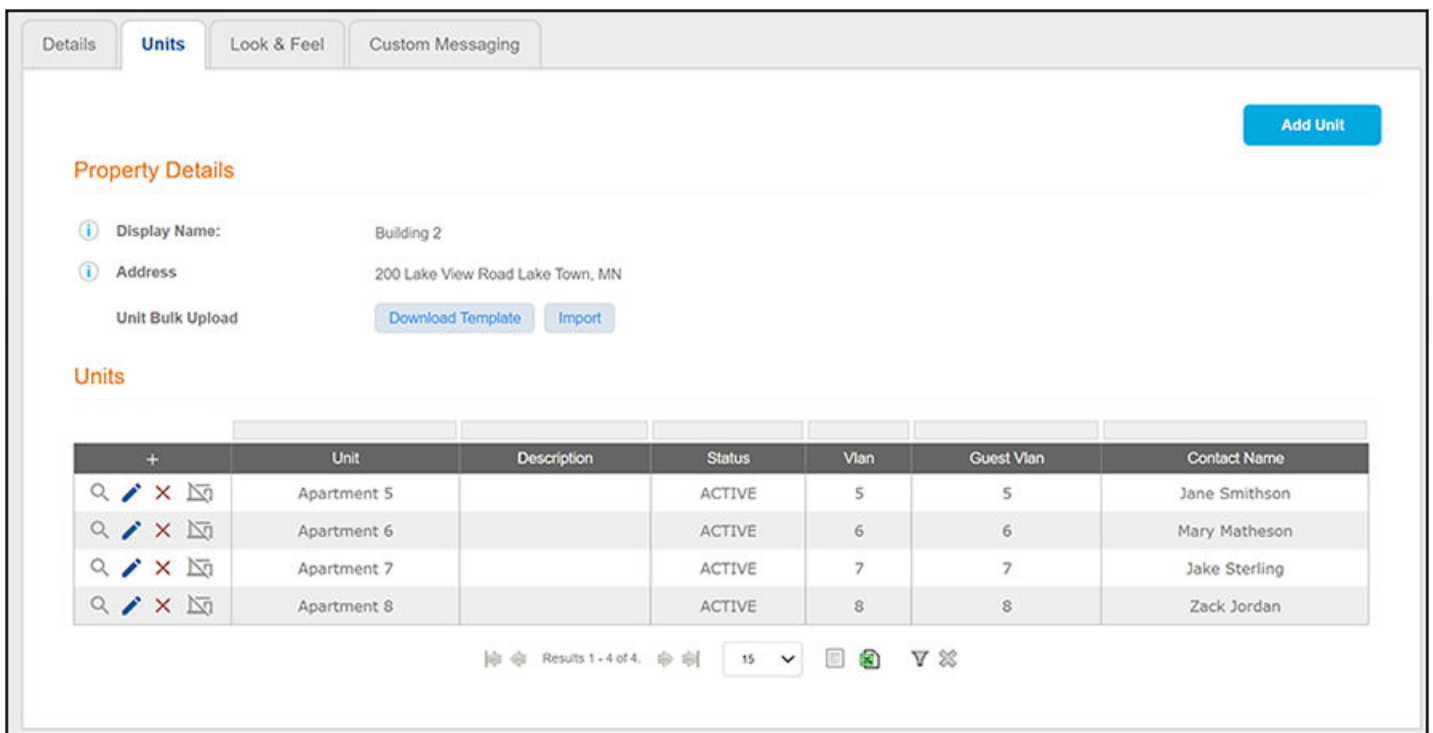
Creating a Management Portal

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You can use the Cloudpath GUI to create a management portal, which has its own user interface for property personnel such as front-desk workers to perform actions such as adding, modifying or deleting units, or modifying properties. When creating the management portal in Cloudpath, you assign users who can access the portal, and you can specify APIs that they can also access. For API usage, refer to the *Cloudpath Enrollment System REST API Guide*.

Before you create a management portal, you need to create one or more properties that you wish to add to the portal. For example, [Figure 7](#) on page 20 shows a property called Building 1. The following illustration shows a property called Building 2:

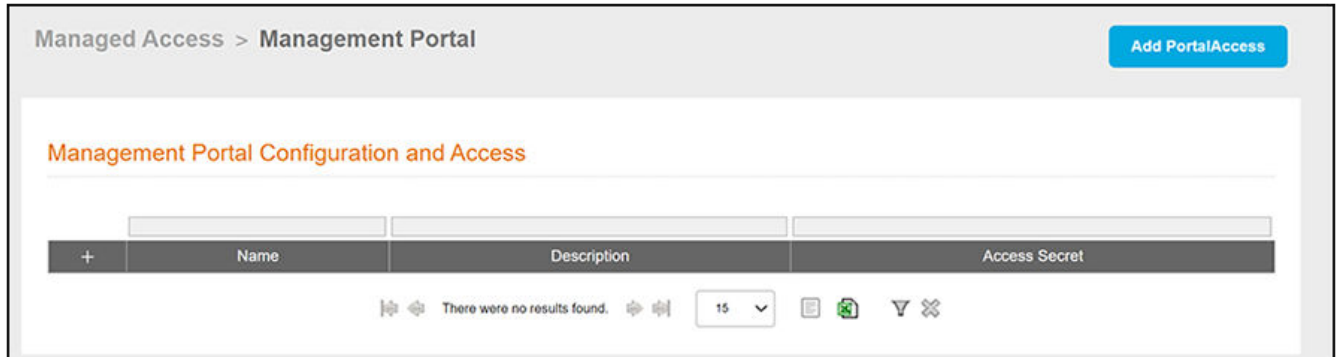
FIGURE 29 Configured Property Example called "Building 2" to Add to Management Portal



To create a management portal that contains both of these properties (for example, they could be two buildings in the same apartment complex), follow these steps:

1. In the Cloudpath UI, go to **Managed Access > Management Portal**.

FIGURE 30 Management Portal Configuration



2. Click **Add Portal Access**.
3. Create the management portal, as shown and described in the following example.

FIGURE 31 Creating the Management Portal

Managed Access > Management Portal > Create Management Portal

Details

⊗ Display Name: Lake View Apartments Management Portal *

⊗ Access Secret: secret *

i Description:

Portal Controls

| | |
|-----------------------------|-------------------------------------|
| i Create Unit | <input checked="" type="checkbox"/> |
| i Delete Unit | <input checked="" type="checkbox"/> |
| i Reset Wi-Fi Passphrase(s) | <input checked="" type="checkbox"/> |
| i Reset API/Portal Access | <input checked="" type="checkbox"/> |
| i Change Unit Properties | <input checked="" type="checkbox"/> |
| i Change Unit State | <input checked="" type="checkbox"/> |
| i Set Announcements | <input checked="" type="checkbox"/> |
| i Set Help Text | <input checked="" type="checkbox"/> |

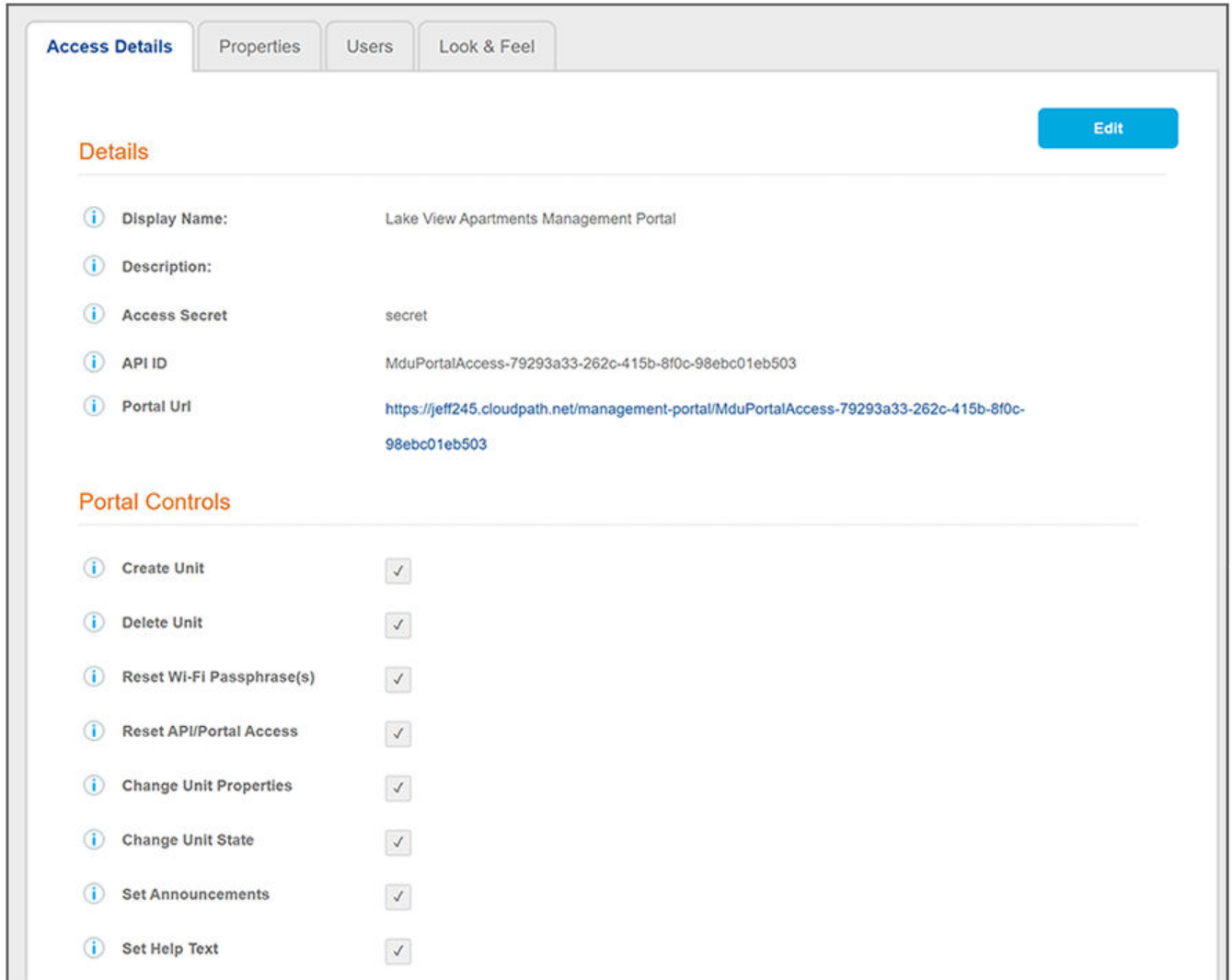
- Display Name: A meaningful name for the management portal (visible only to you, as an administrator).
- Access Secret: In this field, you create a secret that will be required on login to access the management API and management portal.
- Description (optional): Description of the management portal (visible only to you, as an administrator).
- Portal Controls: Use the check boxes to indicate which management APIs you want users of this portal to be allowed to access. The settings you choose here also determine what actions users of the management portal UI can perform.

NOTE

Once you have configured the portal, you can then add users.

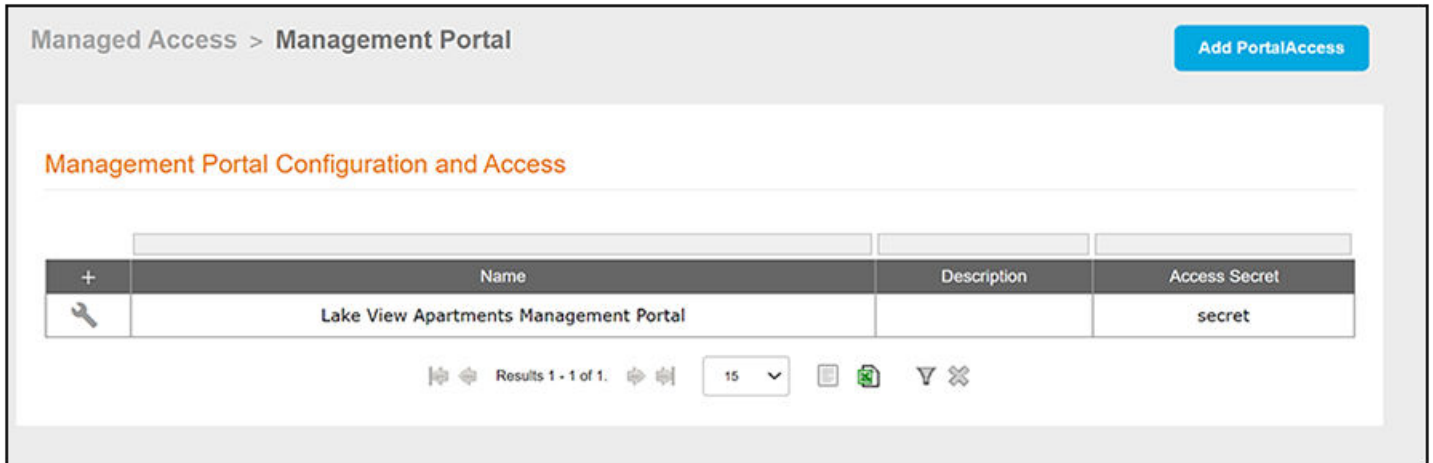
4. Click **Save**. The Access Details tab of the newly created management portal is displayed, as shown in the following example.

FIGURE 32 Newly Created Management Portal - Access Details Tab



To view all configured management portals, go to **Managed Access > Management Portal**. The example management portal shown above is shown in the grid-view list of portals:

FIGURE 33 Management Portal Shown in Grid View



If you click on the wrench icon next to a portal, the four-tab view (shown in [Figure 32](#)) is displayed. From there, you can go to any of the tabs.

Using the Access Details Tab of the Management Portal Configuration Screen

From the **Access Details** tab of a configured management portal (refer to the example screen in [Figure 32](#)), you can do the following:

- Click the Portal URL to be directed to the UI for this management portal. (For information about using the management portal UI, refer to [Connecting to the Management Portal User Interface](#) on page 50.)
- You will use the API ID as the GUID of this management portal in API calls.
- Use the **Edit** button to:
 - select or de-select any of the portal controls.
 - change the access secret, description, or display name.
 - delete the management portal by scrolling down to the Cleanup portion of the screen and following the instructions. If you delete the management portal, the portal and all of the assigned users as well as the UI configuration data will be deleted. The properties that have been associated with this portal will not be affected.

Using the Properties Tab of the Management Portal Configuration Screen

Use the Properties tab to assign properties to the management portal. For example, the following screen shows two properties (configured in the Cloudpath UI via the **Managed Access > Properties** path) that will be added to the example management portal shown earlier.

Creating a Management Portal

Using the Properties Tab of the Management Portal Configuration Screen

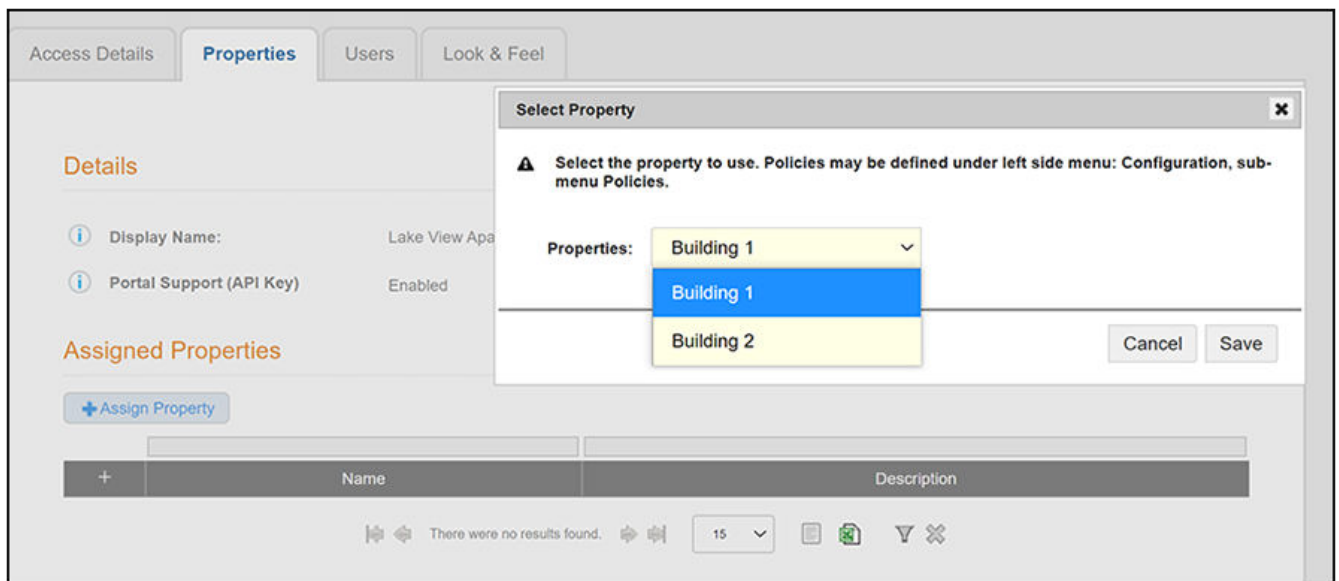
FIGURE 34 Two Properties to Add to New Management Portal

| | Name | Address | Manager Name | Num Units | Pool Name | Allows Guest |
|--|------------|----------------------------------|--------------|-----------|------------|--------------|
| | Building 1 | 000 Lake View Road Lake Town, MN | J. Smith | 4 | Building 1 | true |
| | Building 2 | 200 Lake View Road Lake Town, MN | J. Smith | 4 | Building 2 | true |

To add these two properties to the Lake View Apartments Management Portal (Figure 32), perform the following steps:

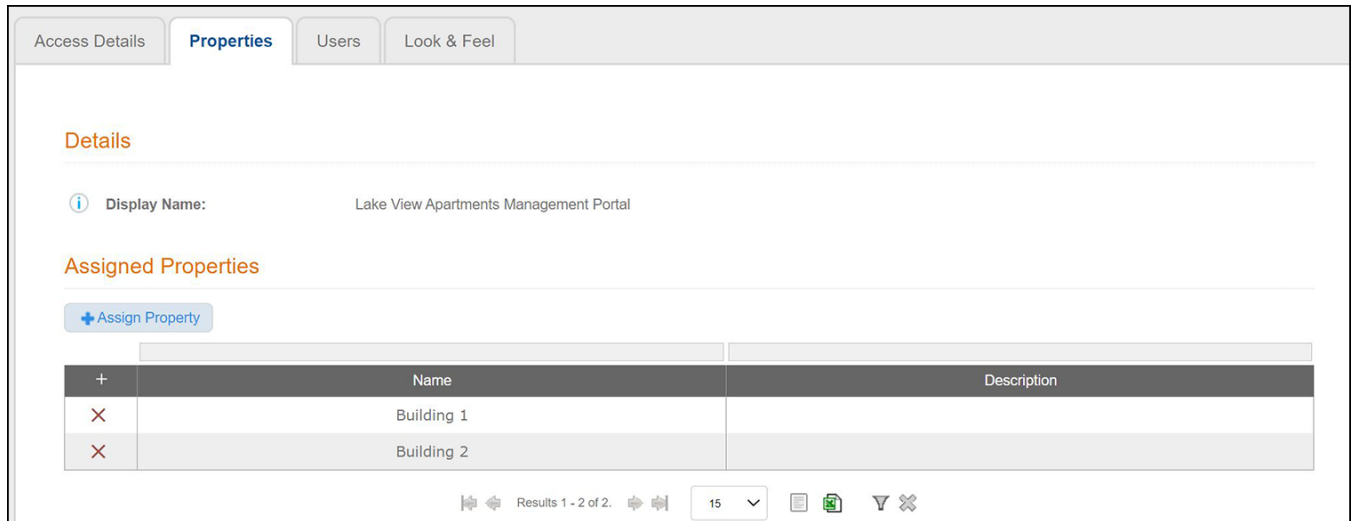
1. From the Properties tab, click **+Assign Property**.
2. On the ensuing screen, use the Properties drop-down selection to select a property you wish to add, then click **Save**.

FIGURE 35 Selecting Properties to Add to the Management Portal



3. Repeat the preceding steps until you have added all the properties you want to the management portal configuration. The screen below shows that both "Building 1" and "Building 2" have been added to the Lake View Apartments Management Portal.

FIGURE 36 Properties Tab After Two Properties Have Been Added to Management Portal



NOTE

If you want to remove a property from the management portal, click the **X** for the applicable property.

Using the Users Tab of the Management Portal Configuration Screen

The **Users** tab allows you to add all the users that you want to this management portal. All users will have the same API capability, which is defined in the Portal Controls portion of the Access Details tab.

To add users, follow the steps below:

1. From the **Users** tab, click the **Add User** button or click **+** under the "Assigned Users" area.
2. In the ensuing screen, enter the email address to use when validating the user against the management portal and the access secret.

NOTE

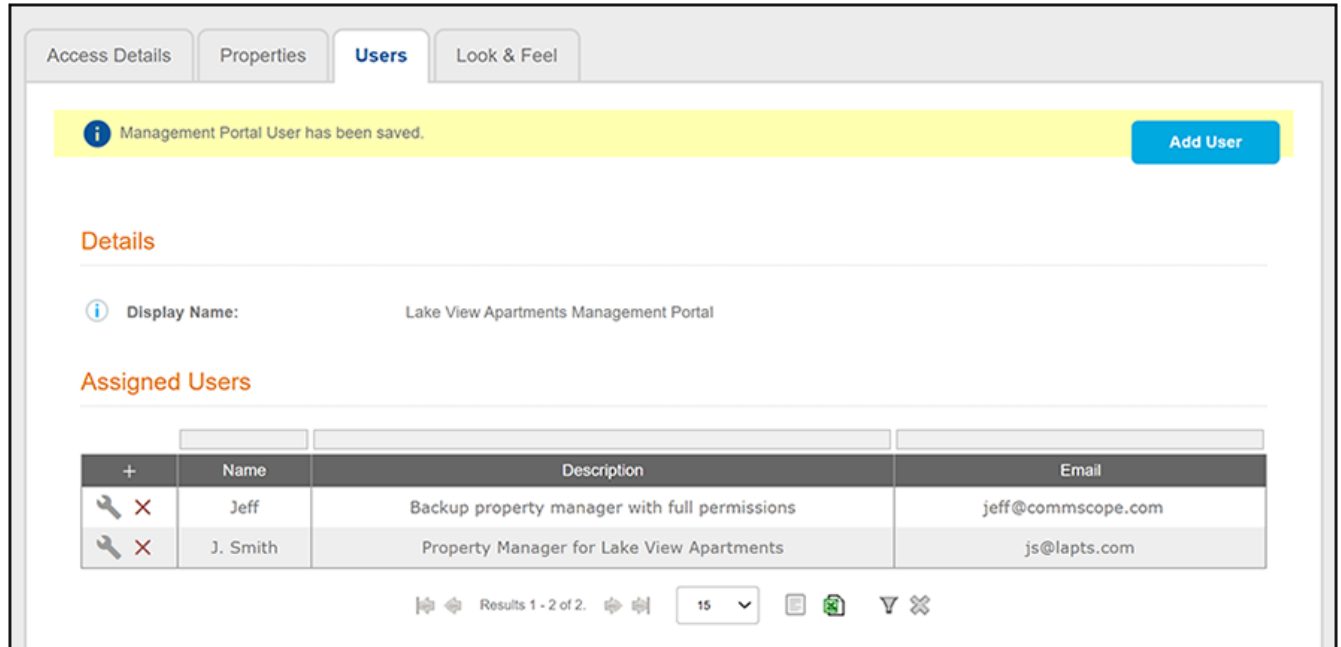
You can also enter a name and description.

3. Click **Save**.
4. Follow the preceding steps to add additional users. The following example screen shows that two users have been added: The main property manager and the backup property manager.

Creating a Management Portal

Using the Look and Feel Tab of the Management Portal Configuration Screen

FIGURE 37 Users Tab After Two Users Have Been Added to Management Portal



NOTE

You can create multiple management portals to manage the same properties. In the example provided in [Figure 32](#), all portal controls are enabled. But, you might want a front-desk worker, for example, to only have access to a subset of those controls. In such as case, you could create a management portal to contain the same properties, but then enable the desired subset of portal controls, and then assign the users you want to that portal.

Other actions you can perform from the Users tab include:

- To remove a user from the management portal, click **X** next to the desired user.
- Click the wrench icon next to the desired user to edit the user's name, description, or email address to use when validating the user against the management portal and the access secret.

Using the Look and Feel Tab of the Management Portal Configuration Screen

You can use the Look & Feel tab from within a management portal configuration to add a logo, color scheme, title, and subtitle for portal users. The following steps describe setting up the look and feel for the example management portal that was configured in [Figure 32](#).

1. From the Look & Feel tab, click **Edit**.
2. Configure the look and feel as desired, as shown and described in the following example:

FIGURE 38 Creating the Look and Feel for the Management Portal

The screenshot shows the 'Edit Look & Feel' configuration screen for a management portal. The breadcrumb navigation at the top reads 'Managed Access > Management Portal > Portal > Edit Look & Feel'. There are 'Cancel' and 'Save' buttons in the top right corner. The page is divided into three main sections: 'Customization Information', 'Look & Feel', and 'Logo and Icon Files'. Each section contains several configuration items with information icons (i) and input fields or color pickers.

| Section | Field Name | Value / Options |
|---------------------------|-----------------|---|
| Customization Information | Title | Welcome to your management portal |
| | Subtitle | (Empty) |
| | Login Text | Welcome to your management portal |
| | Help Text | The management portal allows you to make changes on the ; |
| Look & Feel | Main Color | 101820 (with color swatch), Reset Default |
| | Accent Color | E57200 (with color swatch), Reset Default |
| | Separator Color | D9D9D6 (with color swatch), Reset Default |
| | Text Color | 54585A (with color swatch), Reset Default |
| Logo and Icon Files | Logo File Name | Current: lakeview_logo.png (Size: 47739) <input type="button" value="X"/> Replace: <input type="button" value="Choose File"/> No file chosen |
| | Icon File Name | <input type="button" value="Choose File"/> No file chosen |

- Title: Title to display on the home page of the management portal UI.
- Subtitle: A subtitle, if desired, that provides a welcome-type message to the user and appears underneath the title.
- Login Text: Text to display when the user login screen is presented.
- Help Text: The text to display in the help page on the management portal UI. Default help text is provided, as shown in the screen example above.
- Color buttons: Use the various color buttons to create the desired look for the management portal UI.
- Logo File Name: You can upload an image file to display the logo of your property on the management portal UI. In this example, the name of the property is "Lake View Apartments," which is why the imported file is named accordingly.

NOTE

It is recommended that the image for the logo be no larger than 440 x 119 pixels.

- Icon File Name: Sets the favicon that is displayed in the management portal UI browser tab.

3. Click **Save**.

Creating a Management Portal

Connecting to the Management Portal User Interface

NOTE

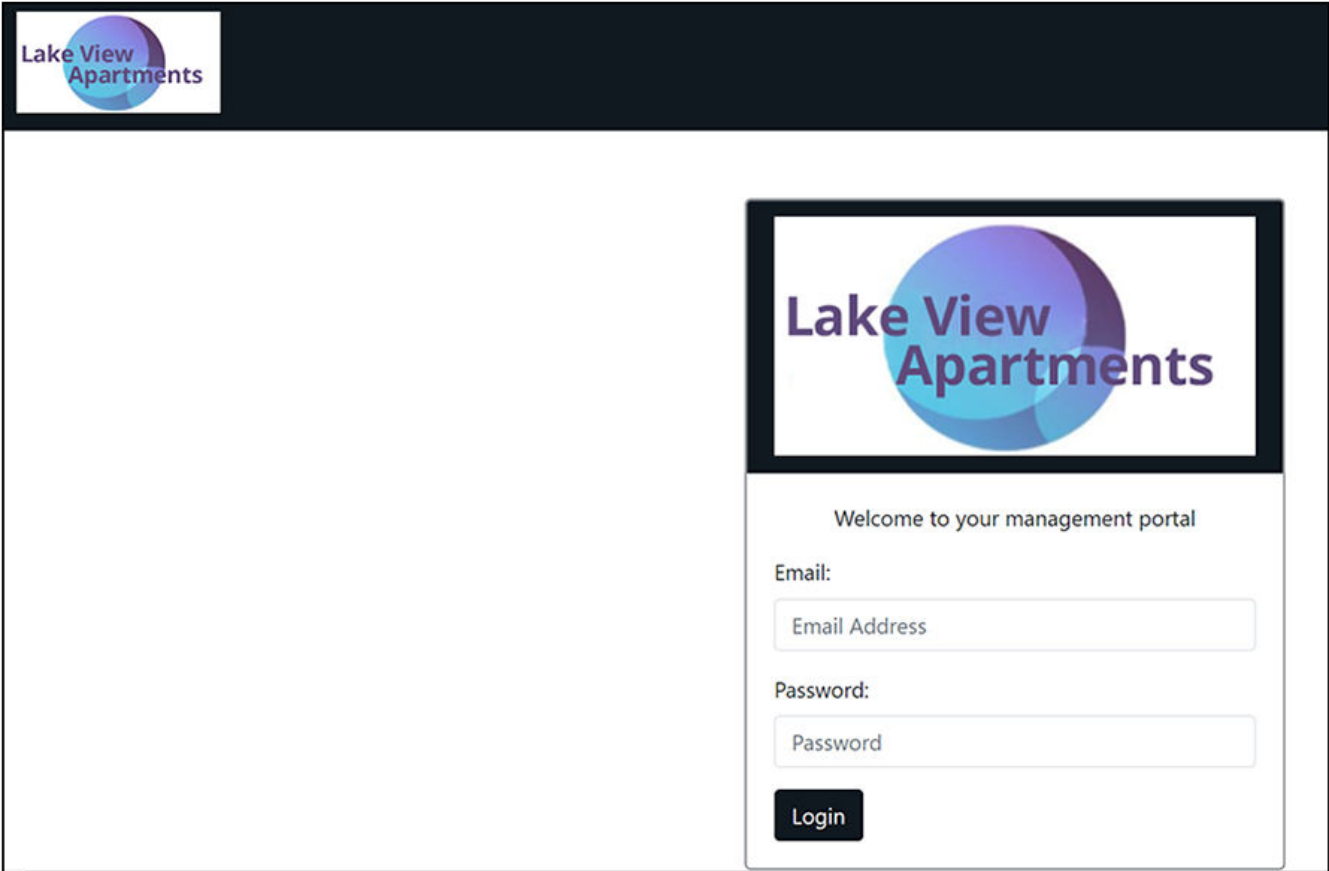
As soon as you save any changes that you made in the Look & Feel tab of the Cloudpath UI, these changes will be reflected on the management portal once you refresh the management portal page in your browser.

Connecting to the Management Portal User Interface

Follow the steps below to access the management portal UI.

1. Click the URL in the "Portal URL" field in the Management Portal configuration screen (see [Figure 32](#) on page 44) to invoke the login window:

FIGURE 39 Management Portal Login Screen



The screenshot shows the login interface for the Lake View Apartments management portal. It includes a header with the company logo, a large central logo, a welcome message, and input fields for email and password, along with a login button.

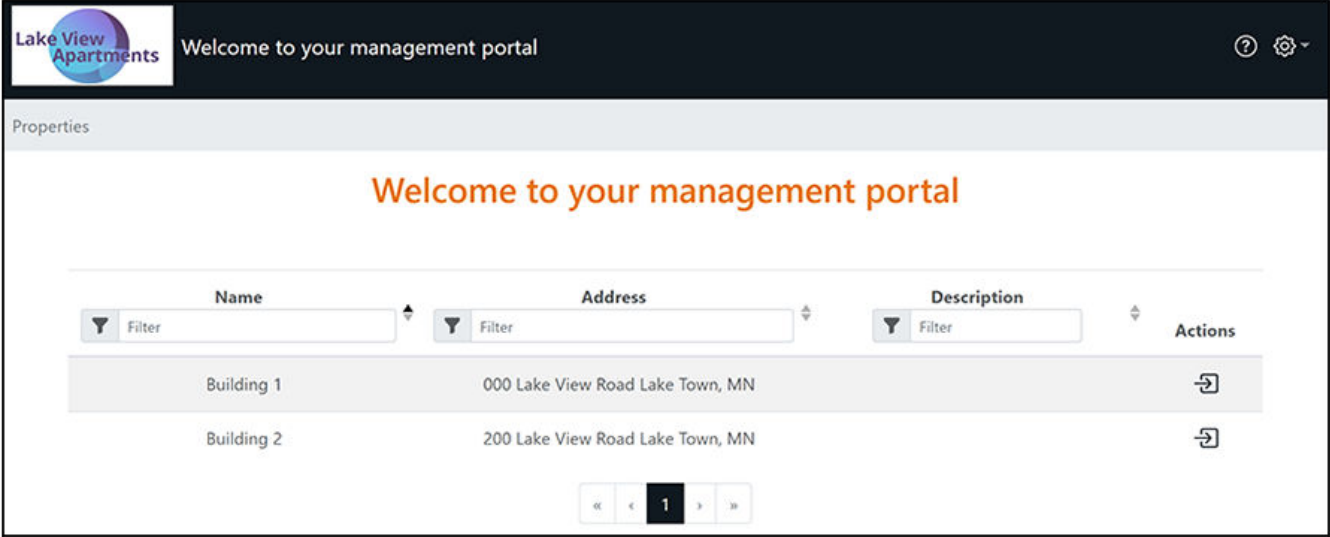
2. Users must log in with their configured email address and the secret key.

NOTE

The secret is configured in [Figure 31](#) on page 43.


The management portal UI should now appear, as shown in the example screen below.

FIGURE 40 Welcome Screen for Management Portal User Interface



Using the Management Portal

Once a registered user successfully logs in to a management portal, the user can perform actions that have been "enabled" in the Portal Controls areas of the portal management configuration screen (see [Figure 32](#) on page 44).

You can click the right-pointing arrow () on a property in the management portal to view details of that property, as shown in the example below:

Creating a Management Portal Using the Management Portal

FIGURE 41 Property Called "Building 1" in Management Portal

Properties / Property: Building 1

Lake View Apartments

Building 1

000 Lake View Road Lake Town, MN

Units

[+ Add Unit](#)

| Status | Unit | Description | Contact Name | Contact E-mail | Actions |
|--------|-------------|-------------|-----------------|-------------------|---------|
| | Apartment 1 | | Andy Jones | aj@jones.com | |
| | Apartment 2 | | Joe Johnson | jj@johnson.com | |
| | Apartment 3 | | Jennifer Wilson | jw@wilson.com | |
| | Apartment 4 | | Kim Washington | kw@washington.com | |

« 1 »

Tenant Portal Customization

[Edit](#)

Tenant Portal Help Text
Please contact management for any concerns.

Tenant Portal Announcements
Welcome to your tenant portal

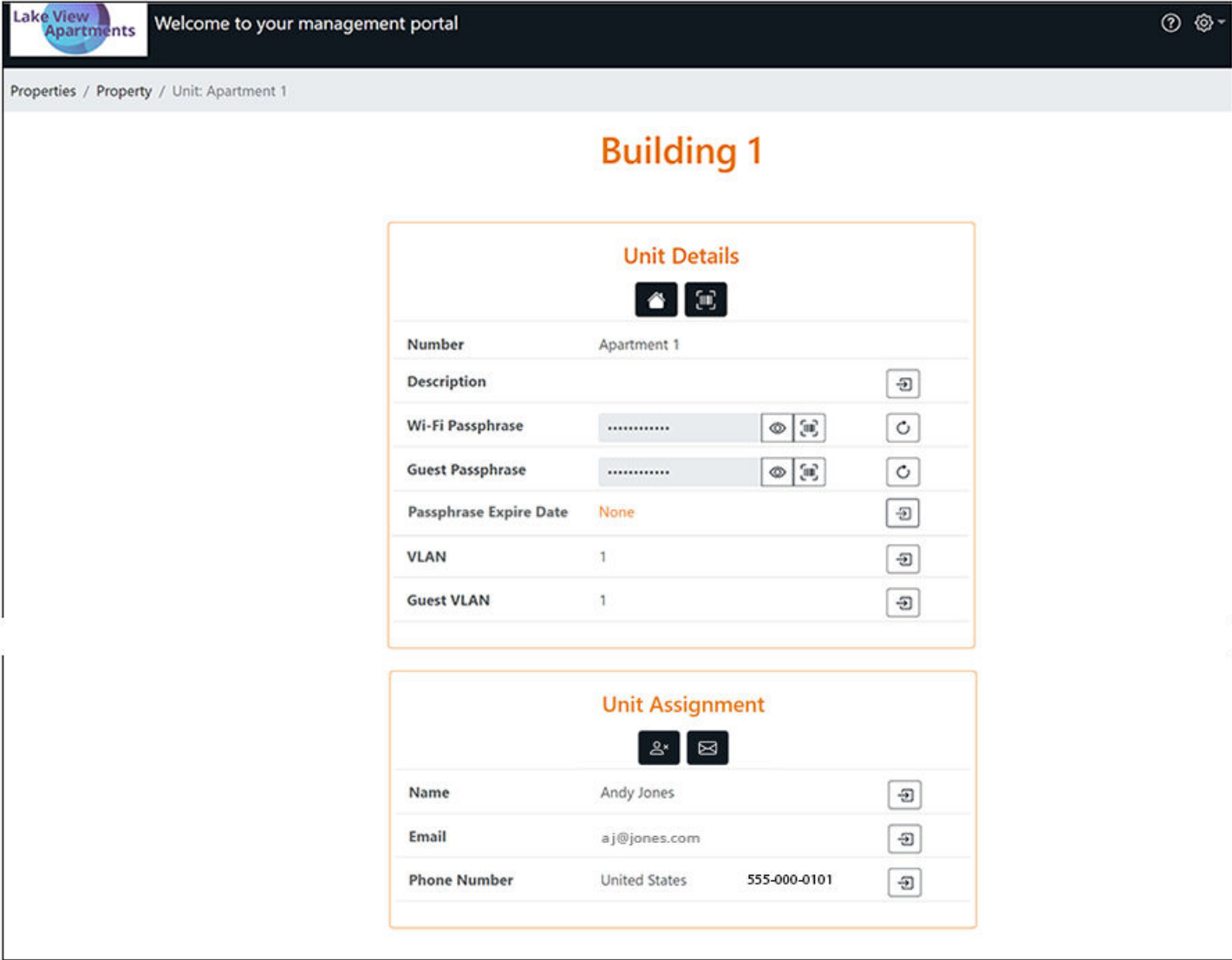
Actions you can take include:

Editing a Unit:



To make changes to an existing unit, click the right-pointing arrow () for the unit. The Unit Details screen is displayed, as shown in the example below:

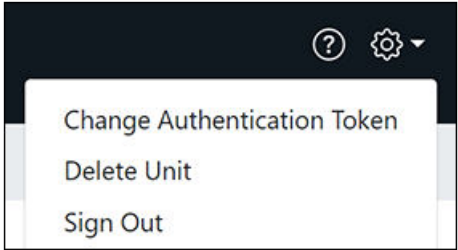


















FIGURE 42 Unit Details



You can perform a number of actions on a unit, provided the access controls configured in the Management Portal configuration screen in the Cloudpath UI allow them:

Creating a Management Portal
Using the Management Portal

TABLE 4 Actions That Can Be Performed on a Unit

| Action | How to Perform |
|--|--|
| <ul style="list-style-type: none"> • Changing the authentication token • Deleting a unit • Signing out | <p>Click the gear dropdown:</p>  <p>Then choose the desired action and follow any on-screen instructions.</p> <p>NOTE Changing the token invalidates the existing credentials for the unit's tenant portal. The contact for the unit will receive an email/SMS with the new access URL and the required credentials to connect.</p> |
| Suspending the unit |  <p>Click  This revokes its associated DPSKs and prevents it from accessing the tenant portal and wi-fi network.</p> |
| Activating a suspended unit |  <p>Click </p> |
| Viewing the tenant portal QR code |  <p>Click </p> |
| Changing any of the following: <ul style="list-style-type: none"> • Description • VLAN • Guest VLAN • Passphrase Expire Date • Name, Email and Phone Number |  <p>Click  and follow any on-screen instructions.</p> |
| Unassign Unit |  <p>Click , then follow the instructions. Unassigning the unit clears the contact information and changes the passphrase(s).</p> |
| Resend Unit Assignment SMS/Email |  <p>Click  to resend the assignment SMS/Email to the phone number and/or email defined for this unit.</p> |
| Viewing the wifi passphrase or guest passphrase |  <p>Click </p> |
| Viewing the wifi QRCode or guest QRCode |  <p>Click </p> |
| Changing the wifi passphrase or guest passphrase |  <p>Click </p> |

Adding a Unit

From the property page in the management portal UI (see [Figure 41](#)), click **Add Unit**, then enter the information in the ensuing screen and click **Create**. The newly created unit should then appear in the list of units for the corresponding property.

Editing Tenant Portal Information

From the property page in the management portal UI (see [Figure 41](#)), to change the help text or announcements that appear on the tenant portal, click **Edit**, make the desired changes, then click **Submit**.



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350 West Java Dr., Sunnyvale, CA 94089 USA
<https://www.commscope.com>