SmartRent

Resident **Welcome** Guide

WELCOME

Welcome to your new smart home! SmartRent's home automation solutions bring you convenience, comfort, and control that makes "*there's no place like home*" ring even more true. *Let's get you set up!*

GET STARTED

Step 1

• Create your SmartRent account

Check your email for a message from SmartRent (support@smartrent.com) inviting you to the Resident Portal. There, you can register your account and create your password. Your default username will be your email address.

If access credentials are necessary to enter your home or community area, they will be sent in a separate email. You may receive this information via text message as well.

Please Note:

Resident Portal invitations are only sent to individuals listed on the lease. If you are listed on the lease and have not received an email, follow these steps:

• Make sure you are checking the email account on file with your community management team

• Check your spam folder

• If you still cannot find your SmartRent invitation email, contact your community manager to verify that the email address on file is correct and ask that they resend the invite

Special note for individuals not on the lease

For security purposes, only individuals officially listed on the lease will be able to create SmartRent Resident accounts. Spouses, partners, young adults, or roommates may still have access to the home and community using Guest Access Codes.

SIGN IN

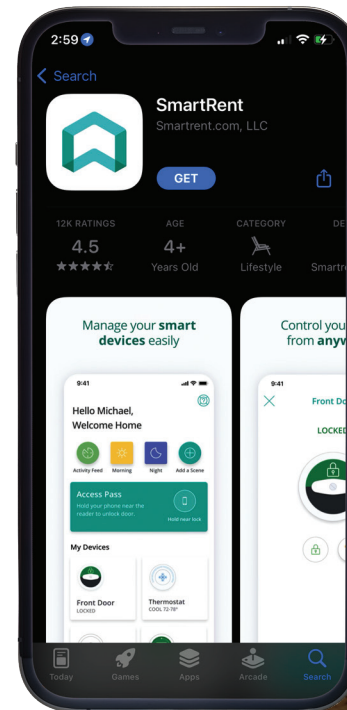TAKE A TOUR

Step 2

- Download the SmartRent App

  The full smart home experience, including certain device functionality, can only be achieved with the SmartRent App, so we recommend downloading it from the **App Store** or **Google Play**.

Step 3

- Check that you have a stable WiFi or ethernet internet connection

Step 4

- Start exploring your smart devices!

The SmartRent Hub

HOW IT WORKS

The SmartRent Hub links your smart home devices to your SmartRent App so you can easily control devices from anywhere. The hub also allows you to receive alerts when a device requires your attention, such as a leak being detected or low batteries.

PRIVACY & CONNECTIVITY

After you set up your SmartRent account, only you will be able to see details like a door being opened or the temperature you've set for your thermostat.

Your community staff will only have access to your smart devices when a battery needs to be replaced or if a leak sensor is triggered, so they can quickly respond to the situation.

To ensure your devices can communicate with each other, your hub requires an internet connection. While it is able to function using cellular signal, we recommend you connect your hub to the internet via WiFi or an ethernet cable for the most reliable connection. You can check your connection settings by going to Menu > Settings > Network Settings in the app.

Detailed instructions on connecting to WiFi can be found at www.smartrent.com/support/wifi
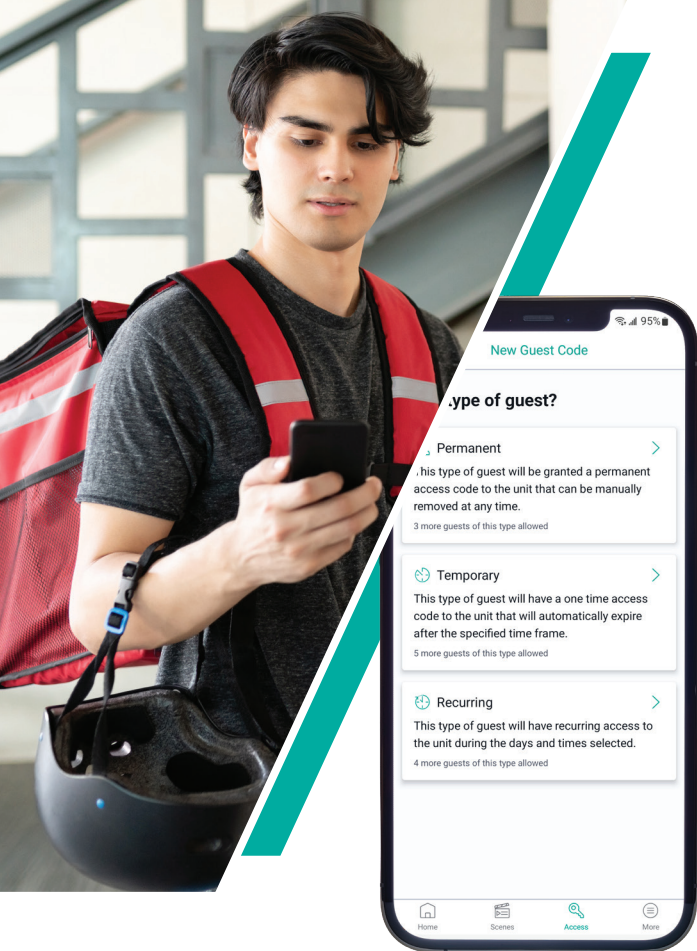
YOUR SMART HOME SETUP

Now that you've downloaded the app, you are ready to set up your smart devices! In the SmartRent App, you will find numerous ways to personalize your smart home experience and enhance your daily life.

Front door locks

With smart locks, you can use the SmartRent App to lock and unlock your door from anywhere and know when maintenance or guests enter your home. Some communities may allow you to change your personal access code as well.

The SmartRent App gives you control over who enters your home with Guest Access Codes. You can create different types of access codes depending on the type of guest you're expecting:

- **Permanent** - Perfect for family and friends not listed on the lease

- **Recurring** - Ideal for visitors like a dog walker or babysitter

- **Temporary** - Fitting for infrequent visitors like out-of-town family

- **Delivery** - For those packages that are too valuable to leave outside the door

Please Note: Not all communities offer all four guest types. Check with your community management team to learn which guest types are available for you.

When you no longer want someone to be able to enter your home, you can revoke their access by simply deleting their code in the app.

To learn more about personal and guest codes, visit www.smartrent.com/support/access
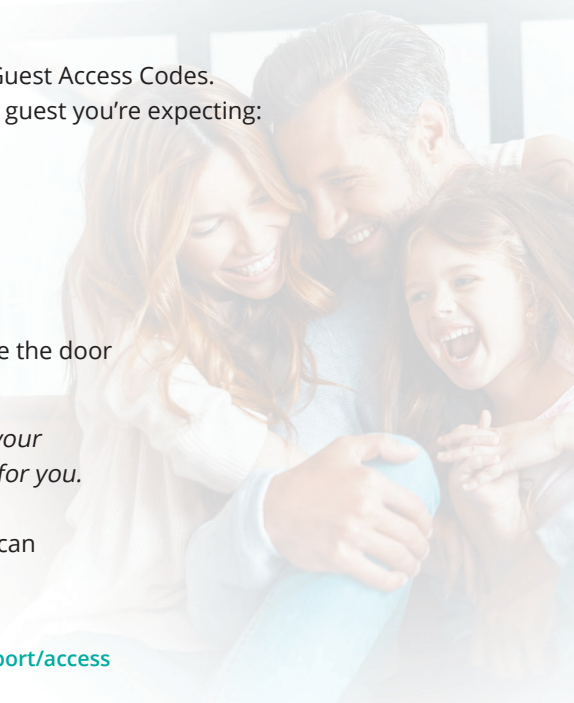
Thermostat

With a smart thermostat, you can adjust the temperature from anywhere – your bed, while commuting, or even from your favorite vacation spot.

What makes a smart thermostat superior to your old standard thermostat?

- Proper use of smart thermostats can save 15% on your energy bill

- Control the temperature of your apartment even when you're away

- Create Schedules for the temperature to change at specific times during the day

To learn more, visit www.smartrent.com/support/thermostats
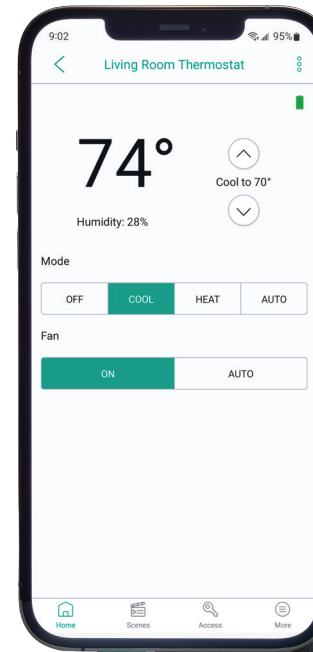
Leak sensors

Leak sensors are installed near sources of water in your home, such as your water heater, washer, or sink to detect unexpected water before it can cause serious, expensive damage to your furniture or home. Alerts are sent to you and your community manager when a leak is detected, and your maintenance team will act fast to minimize the damage, unless you report it as a false alarm.

To learn more, visit www.smartrent.com/support/leaks

ADDITIONAL FEATURES IN THE APP

The SmartRent App is capable of much more than simply locking and unlocking your door. You can find many features that simplify everyday tasks and bring you peace of mind.

Schedules: Tell a device to take a certain action at a specific time of day
- **Example:** Set your thermostat to automatically change the temperature at a specific time of day to save money during your utility company's more expensive hours

Automations: Tell a device to turn on or off in response to a specific action
- **Example:** Set your living room lights to turn on at the same time your front door unlocks

Scenes: Control multiple devices at the same time
- **Example:** Create a "Good night" scene that turns off lights, locks doors, and adjusts the temperature with a single tap

Activity Monitoring: Track what is happening with the devices in your home
- **Example:** Check your Activity Feed to see when your dog walker used their access code to enter your home and pick up Fido
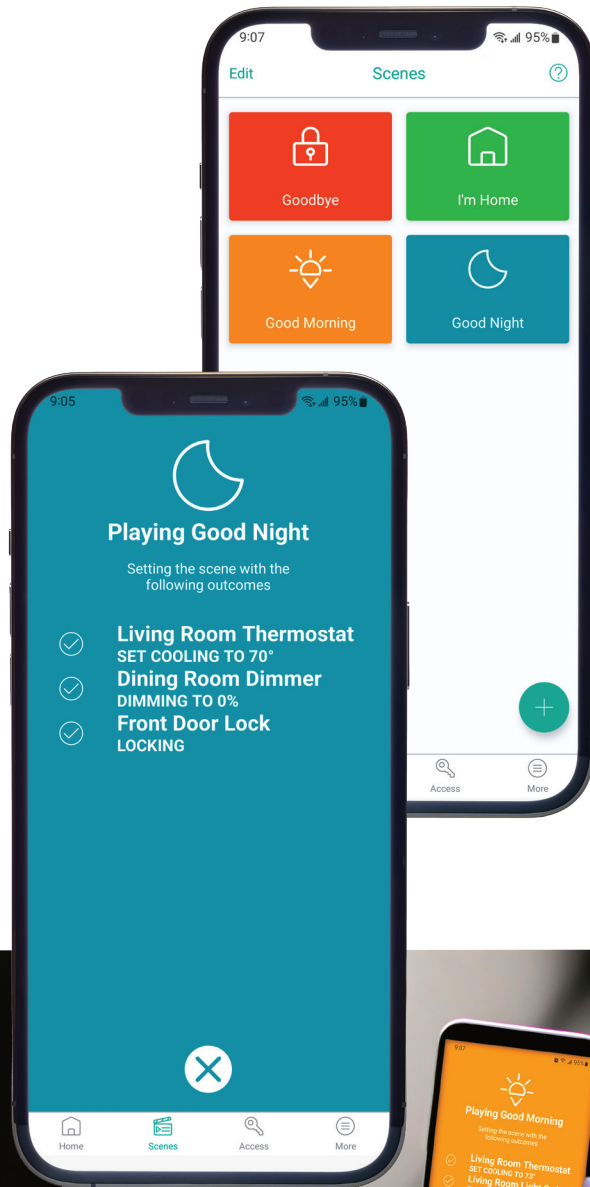
Voice assistants

Take "smart" to the next level and use your voice to control your home. In the **Marketplace** section of the app, you can connect your new smart home devices to Amazon Alexa and Google Assistant.

Learn how at www.smartrent.com/support/voice

Have a Ring device?

Good news! You can link your Ring account and access your dashboard through the SmartRent App for a streamlined experience.

Learn how at www.smartrent.com/support/ring
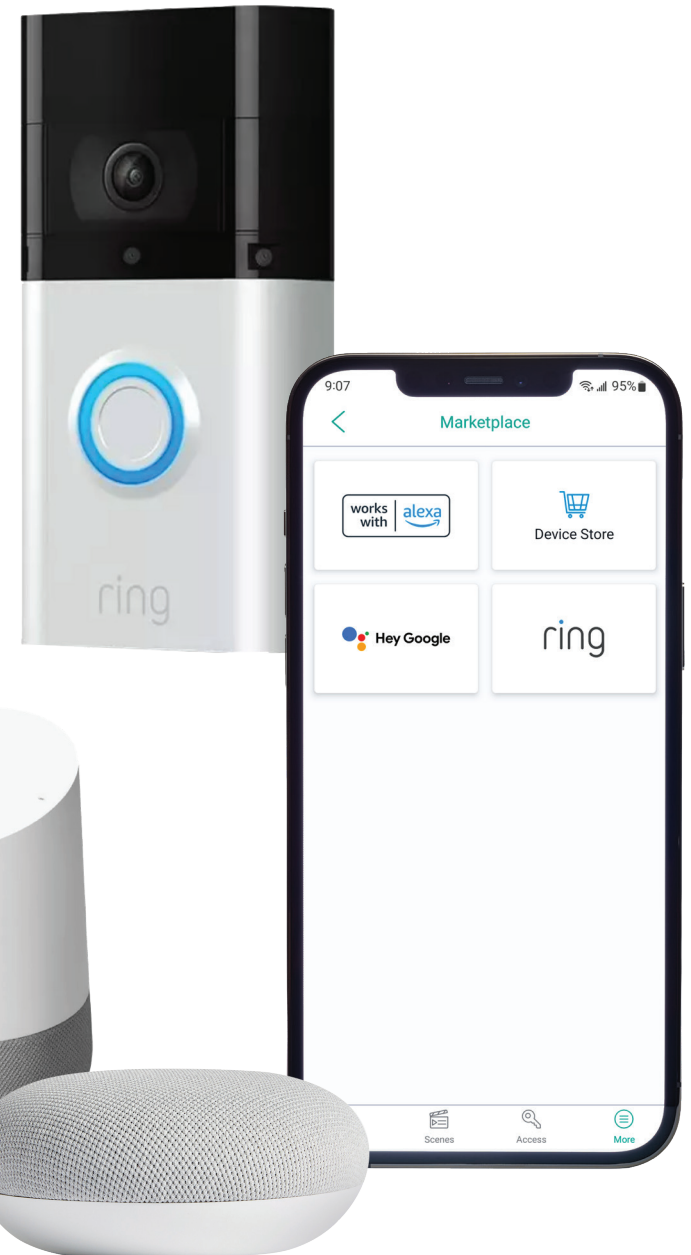
SmartRent

WE'RE HERE & LISTENING

Our goal is to keep your smart devices running efficiently and smoothly so your life continues to be enhanced by your home. The SmartRent Support Team is available **24/7** to answer questions, as well as to help you troubleshoot app and device connectivity issues.

Although we are here to answer your questions, there are instances when your community management team is best suited to handle questions you have about your smart devices.

Here is a guide for who to contact and when:

Your Community Manager

- SmartRent account access
- On-site maintenance requests
- Payments or fees of any kind
- Lease agreements
- Physical device issues (e.g., low battery)

The SmartRent Support Team

- Login issues and access codes
- App features and settings
- Devices showing offline in the app
- SmartRent installation process
- Questions about your devices

Enjoying your new smart home experience? We would love to hear it!

Please leave a rating in the App Store or Google Play.

You can also submit ideas directly to our developers through the app: Menu > Support > Give Us Feedback.
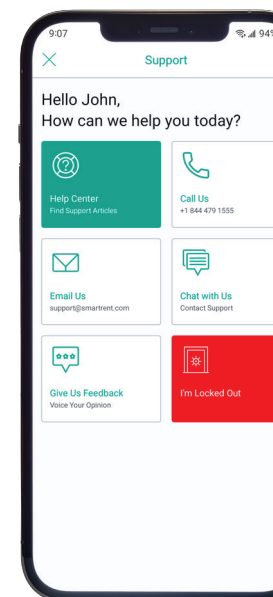
Welcome to the SmartRent Family!