IQ Machines is your provider for high-speed Internet Service at University Flats. We have installed a high-performance Wi-Fi system at the property so that you can access the Internet wirelessly both in your apartment and throughout the entire property. Follow the directions below to quickly get all of your devices connected to the network.

Connecting Your Devices Using Your Username and Password

Your username and password are shown above – this username/password combination is for your devices only and should not be shared with other residents. To connect your devices for the first time:

1) Connect to the wireless network named "*University Flats WiFi*".
2) Once connected, you will be prompted for your username and password – enter your unique username and password **exactly** as shown above.
3) At this point, you will be presented with a certificate from our central authentication server. **Please ensure that you accept or trust this certificate when asked**, otherwise, your device may fail to join the network.

Once your device is connected and authenticated the first time, the system will remember your device, and it will no longer be necessary to enter your username and password to access the Internet. **Please note that your use of this Internet connection must comply with IQ Machines' Acceptable Use Policy. You may obtain a copy of the policy for review from the property management office or by requesting a copy from support@iqmachines.com.**

Extra Information for Android Devices

Though uncommon, some devices, such as Android phones, may ask you for additional information when connecting, such as the EAP method and certificate selection. In this case, please use the following settings:

- EAP method: PEAP
- CA Certificate: None/Don't validate
- Identity: Your username provided by the leasing office
- Password: Your password provided by the leasing office

Game Consoles and Other Devices That Do Not Support Username/Password Entry

Some devices, such as game consoles and Smart TVs, do not support authentication using your username and password directly. For these devices, you will need to use our website to register the device before it can connect to the network as follows:

1) Visit http://universityflatsatgreeley.iqmachines.com and sign in with your username and password. Please note that this is the same username and password shown above that you use to connect to *University Flats WiFi* for your other devices.
2) Click "Register Device" in the upper right-hand corner.
3) When prompted, enter the 12-digit wireless MAC Address of the device you are adding to the network, then click "Add". ***Note***: The "MAC Address" is a unique 12-digit identifier for your device. Typically, the wireless MAC address is printed on the device near the serial number. If you are having trouble finding the MAC address of your device, refer to: www.iqmachines.com/for-residents/technical-support/mac-address-registration.
4) DO NOT CONNECT YOUR DEVICE TO THE NETWORK, "University Flats WiFi" – this WiFi network is only for devices that can connect automatically using a username and password. Instead, once the above steps are completed, **connect your gaming console or other device to the wireless network named "*University Flats PSK*".** When prompted, enter "password" to connect to the PSK network.

<u>Support</u>

At IQ Machines, our goal is to provide a truly superior experience for our customers. Our equipment is automatically monitored 24 hours every day to ensure it is working correctly. If you are experiencing difficulty with your internet service, do not hesitate to contact us.

Our support hours and contact info are below:

    Mon-Fri: 9 AM – 9 PM EST
    Sat-Sun: 9 AM – 5 PM EST

    Website: https://iqmachines.com/find-your-complex/support-request/
    Phone: (970) 573-7462
    Email: support@iqmachines.com

When contacting us, please provide:

- Your Name
- A phone number where you can be reached
- Your apartment complex and city
- Unit number and bedroom assignment
- A brief description of the problem