

Good news,
Park Apartments!

Simply brilliant fiber internet is here.

We have great news! Your unit comes with Glo Fiber internet already installed and ready to use.

Getting started is easy!

1. Simply contact the front office at your apartment complex for your login credentials, and use those to connect all your devices by WiFi.
2. Get Glo-ing!

Additional questions?

We are always here to help. Feel free to contact us by phone or chat, or visit our support site for additional information.



Click

glofiber.com/support



Call

1-833-WANT-GLO



Multi-Gig
Speeds



Superior
Local Service



Fiber
Reliability



Frequently asked questions

How do I get started?

You can request the network name, username, and password for your unit from the property manager and connect to the Wi-Fi from any device using those credentials. You may also connect directly to the router in your unit with an Ethernet cable..

How do I manage my network?

To manage your network, download the Glo Fiber IQ® App from the Apple App Store or Google Play and install it on your phone or tablet.

1. Open the app and tap **Let's Get Started**.
2. Fill in your information on the next screen.
**Note: This information is only used to log into the app. It is not your Glo account credentials or your Wi-Fi password.*
3. Your router will have a sticker on the side or bottom. Simply tap the icon and scan the QR code. This will give you access to your network.



How do I change the WiFi password?

1. Log in to the app and select **My Networks**.
2. Select your primary network name.
3. Tap **Edit** at the top right.
4. Select **Update SSID/PW** and hit **Save** in the top right.
5. Enter the desired username and password and tap **Save**. Be sure to update the Wi-Fi settings on all connected devices.

**If you do not have a smartphone or tablet, call 1-833-WANT-GLO for support with setting up your network.*

How do I reset the router?

Resetting the router can resolve some network issues. To do so, simply unplug the router from the power outlet, wait 30 seconds, and plug it back in.

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