

# Timberwolf Home Owners Association



## Internet Connection Instructions

In partnership with Blue Rim Networks, the Timberwolf Home Owners Association is please to offer high speed Wireless Internet Access. The following instructions will help you get connected.

### Connect to a wireless network.

Wireless access points provide wireless coverage throughout the property. These devices transmit two different networks. Network information is detailed below.

- ▶ **Timberwolf-5Ghz Secure**
  - ▶ The passphrase for this network is **Twolf2016**
  - ▶ This network is the preferred network to connect to but your device may not be able to see it. If it cannot please connect to the **Timberwolf Secure** network using the same passphrase as above.
- ▶ **Timberwolf-5Ghz**
  - ▶ There is no passphrase for this network.
  - ▶ This network is the preferred network to connect to but your device may not be able to see it. If it cannot please connect to the **Timberwolf** network. This network also does not have a passphrase.
  - ▶ These networks do not encrypt wireless traffic and should only be used if your device requires it

The wireless network is a private network reserved for Timberwolf owners and guest only. Once connected to one of the above wireless networks, you should now be able to access any website you please. If you are not able to connect to the internet, please contact Blue Rim Technical Support using one of the methods listed to the right.

## Blue Rim Networks Technical Support

### ▶ **Texting Support**

- ▶ You can reach our support team by texting **(385) 275-8398**. When texting our support team please include:
  - ▶ Name of the property where you are staying
  - ▶ Your unit number
  - ▶ Your Name
  - ▶ Brief description of the problem

### ▶ **Phone Support**

- ▶ You can reach support team via phone at **(801) 413-2949**. Please leave a voicemail message if you are not able to reach our team. Calls are returned in the order they are received.

### ▶ **Email Support**

- ▶ You can reach our support team by emailing [support@bluerim.net](mailto:support@bluerim.net).

- ▶ **All of our support methods are available Monday-Friday from 8am till 10pm and Saturday from 10am till 7pm. Outside the previous listed hours, Sundays and Holidays are handled via an Emergency voicemail service.**