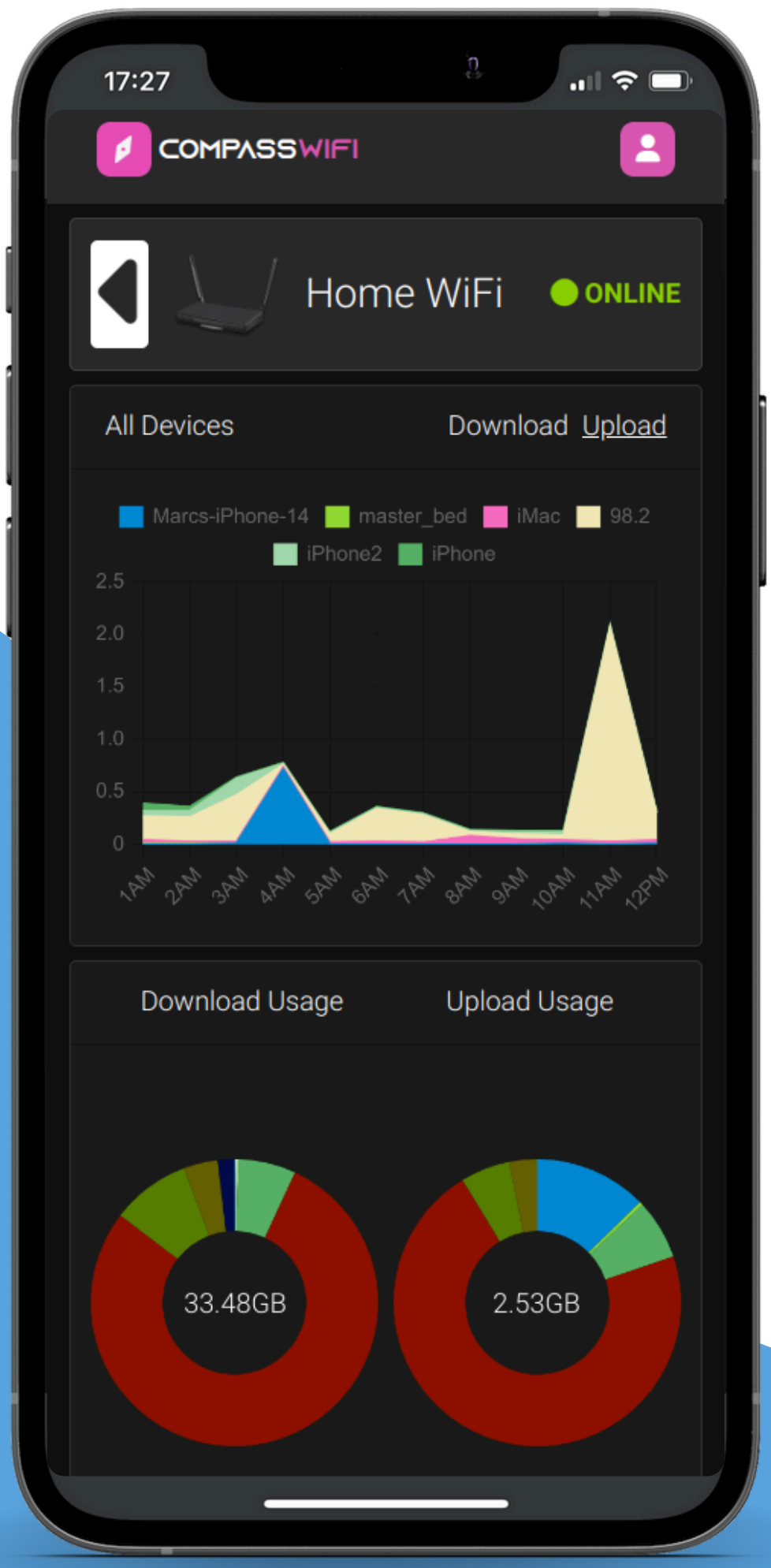
SUBSCRIBER SELF-CARE GUIDE

How to get started with your home network management and control.

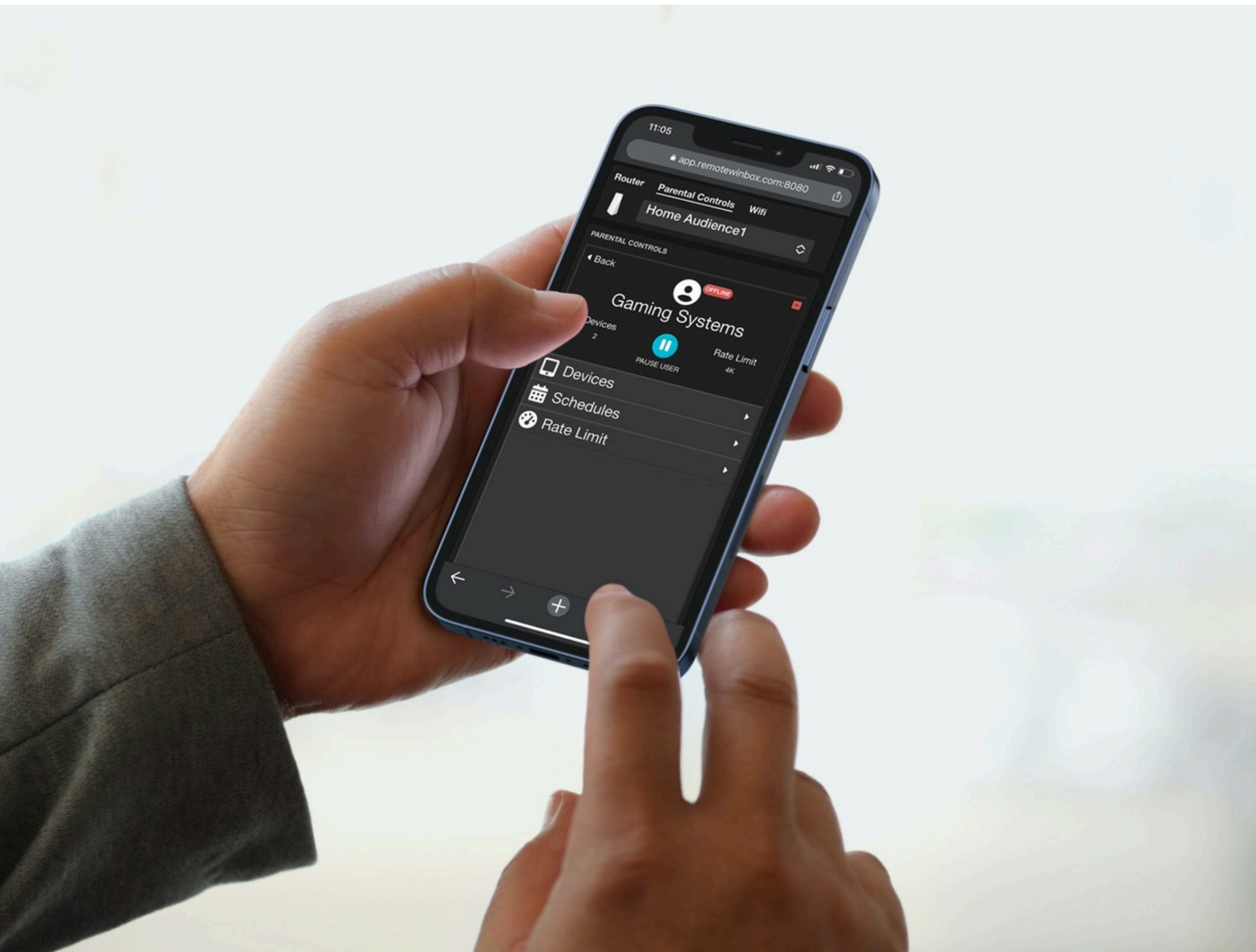


The Internet is an abundant source of never-ending content, offering endless opportunities to play games, watch your favorite shows, and learn about anything with just a few clicks.

However, the Internet is also inundated with harmful content that can pose a significant threat to the safety of your home and family. In such circumstances, having measures in place to safeguard your children, home network, and monitor your usage can make all the difference.

With Subscriber Self-Care

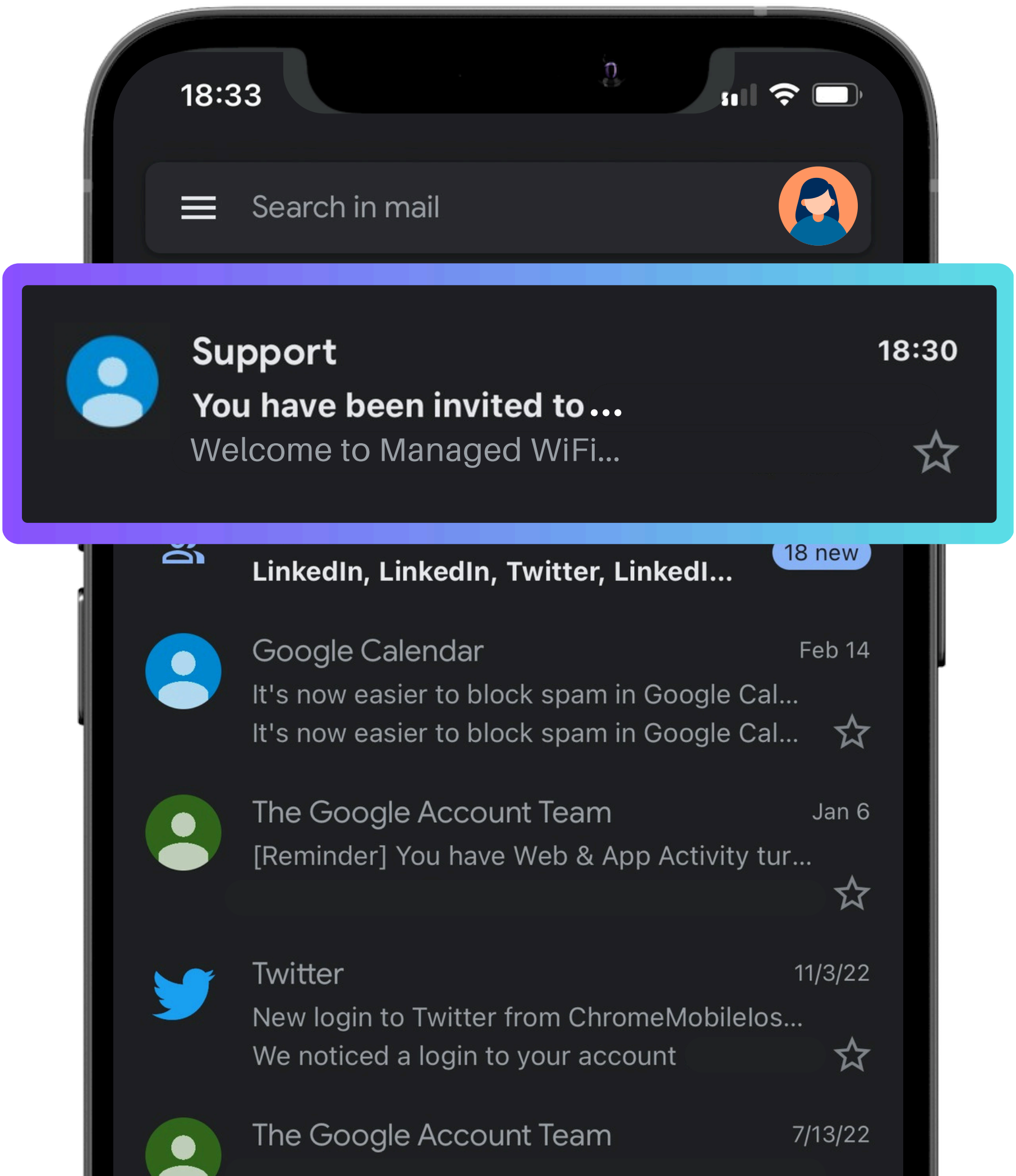
You have the power to monitor your network, update WiFi settings, and most importantly, protect the children in your home. By being aware of what's happening in your home network and taking appropriate steps, you can create a safer and more secure online environment for your loved ones.



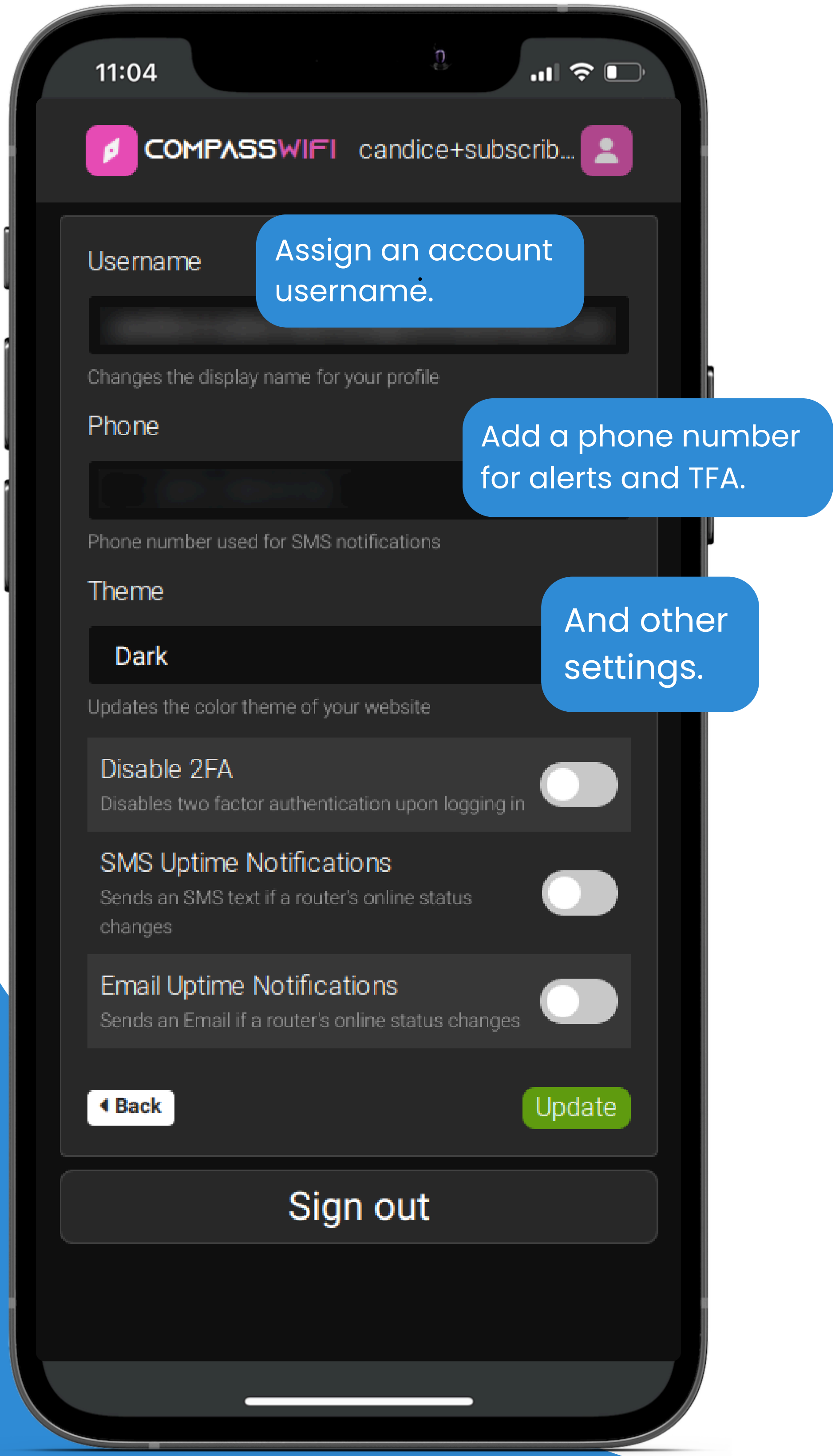
SETUP

How to Get Started:

You will receive an email invitation from your Internet Service Provider with a link to register to the managed WiFi platform.



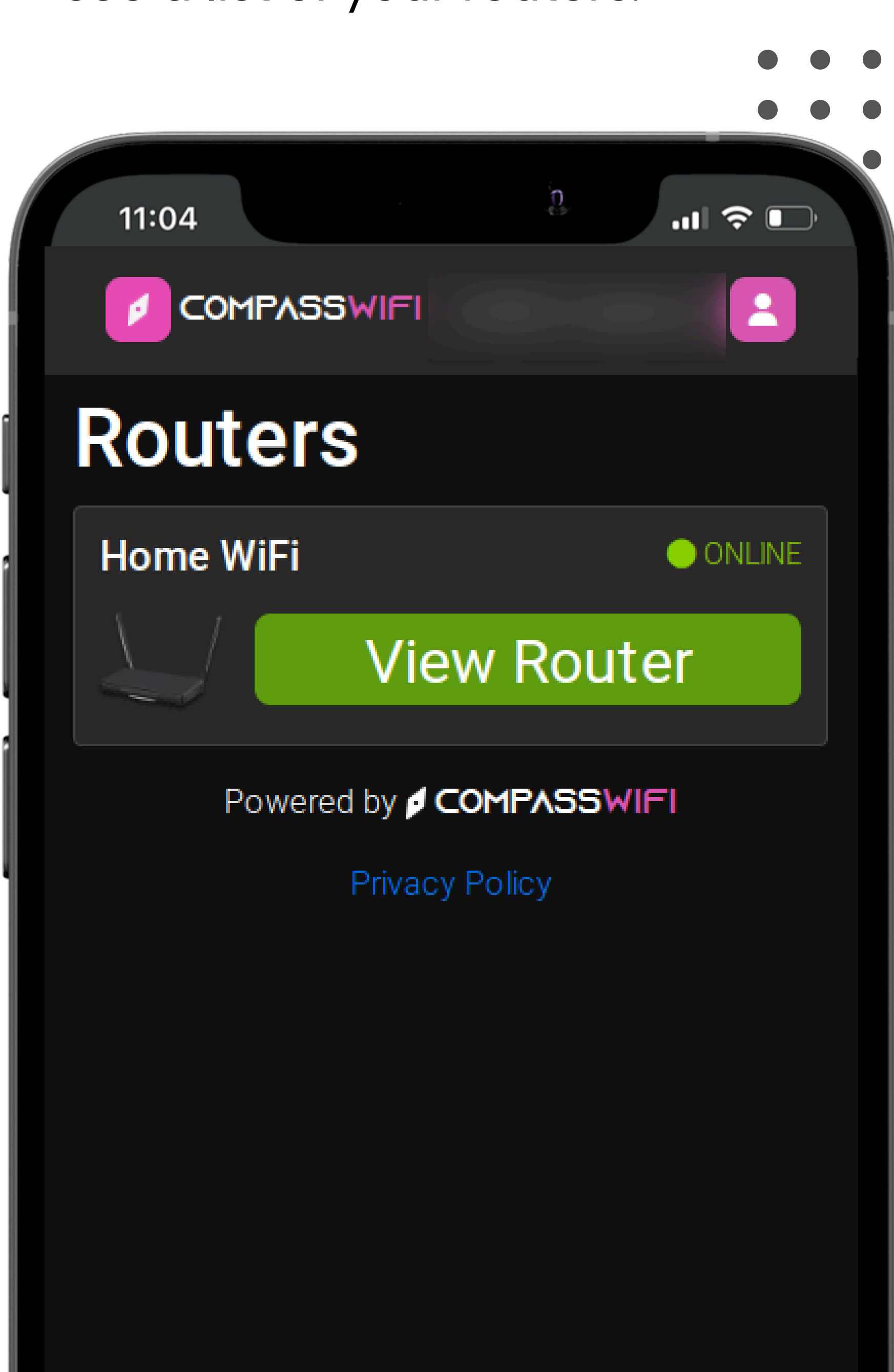
SETUP


11:04
COMPASSWIFI
candice+subscrib...
Username
Assign an account username.
Changes the display name for your profile
Phone
Add a phone number for alerts and TFA.
Phone number used for SMS notifications
Theme
Dark
And other settings.
Updates the color theme of your website
Disable 2FA
Disables two factor authentication upon logging in
SMS Uptime Notifications
Sends an SMS text if a router's online status changes
Email Uptime Notifications
Sends an Email if a router's online status changes
Back
Update
Sign out

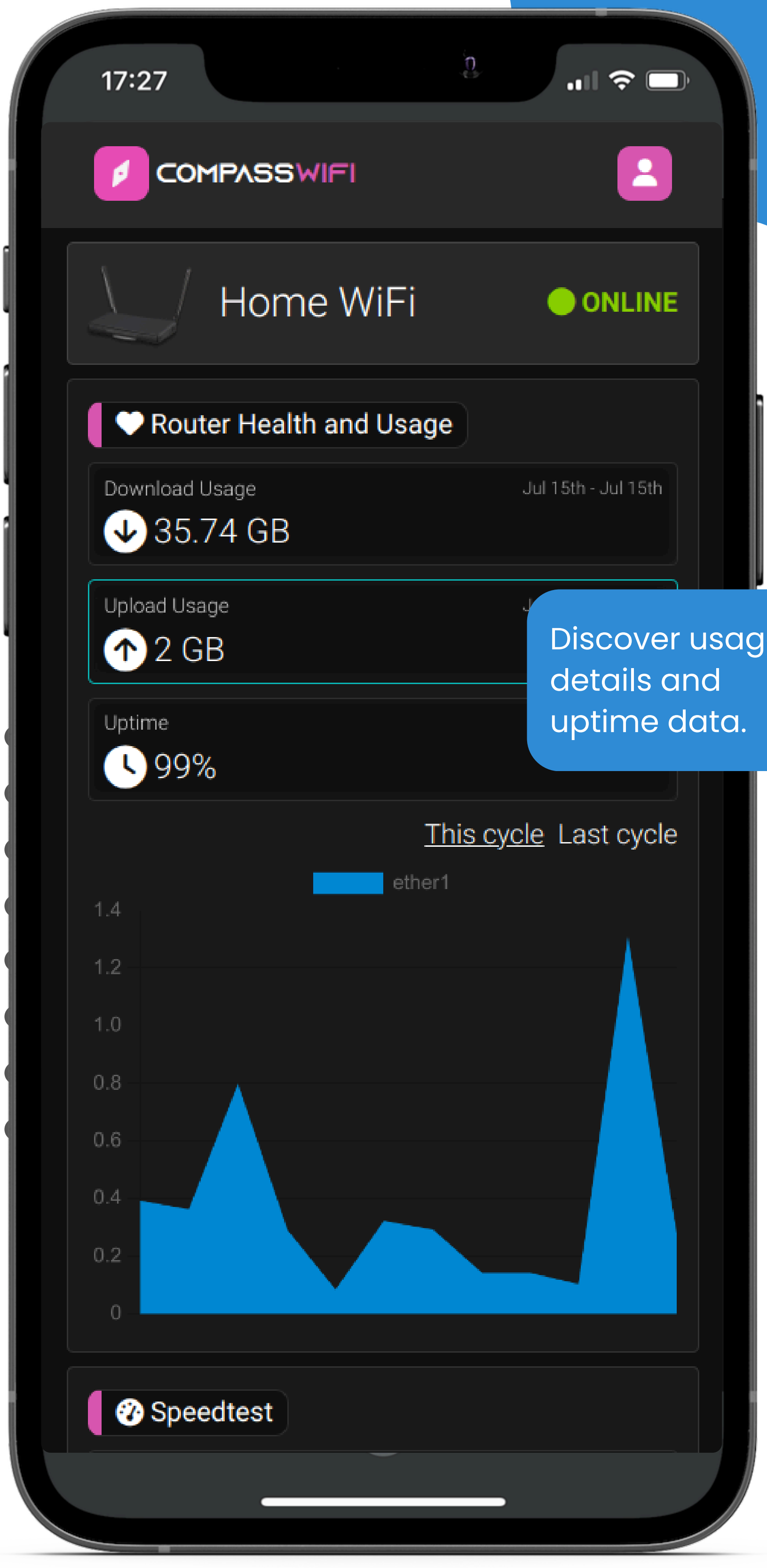
SETUP

You will be prompted to change your password upon login.

Once you are logged in, you should see a list of your routers.



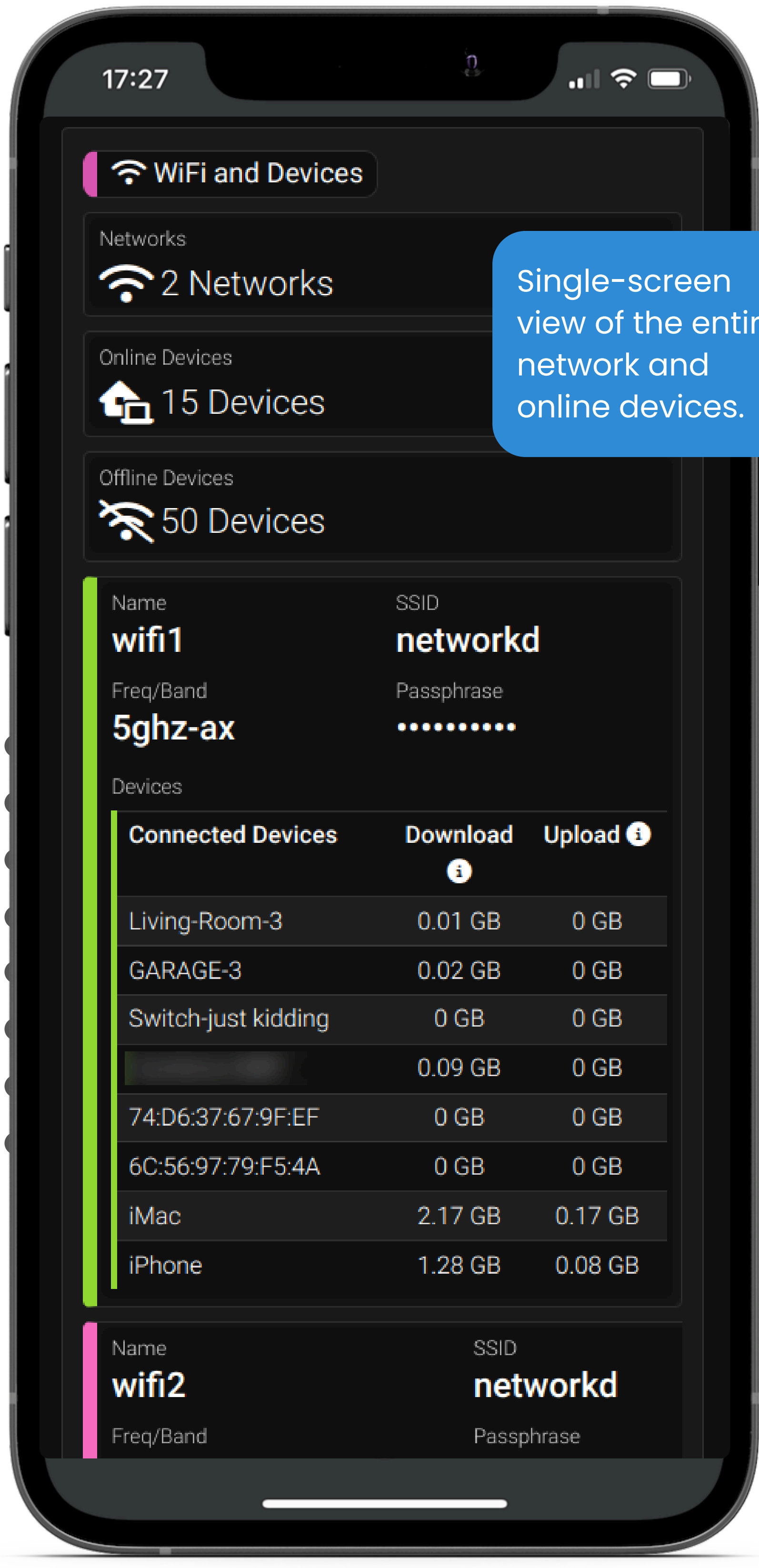
ROUTER VIEW


17:27
COMPASSWIFI
Home WiFi
ONLINE
Router Health and Usage
Download Usage
Jul 15th - Jul 15th
35.74 GB
Upload Usage
2 GB
Uptime
99%
Discover usage details and uptime data.
This cycle
Last cycle
ether1
1.4
1.2
1.0
0.8
0.6
0.4
0.2
0
Speedtest

ROUTER VIEW

11:04
Speedtest
Download Speed
493 Mbps
View recent speedtest data.
Upload Speed
502 Mbps
Download
Upload
600
500
400
300
200
100
0
Jul 2024
Sep 2024
Jan 2025
Mar 2025
Jul 2025
View historic speeds.
Run a Speedtest
Parental Controls
See all users and set parental controls.
Users
7 Users
User
Status
Offline
Online
unknown
Online
Gaming Systems
Online
School Laptops
Manage users

ROUTER VIEW

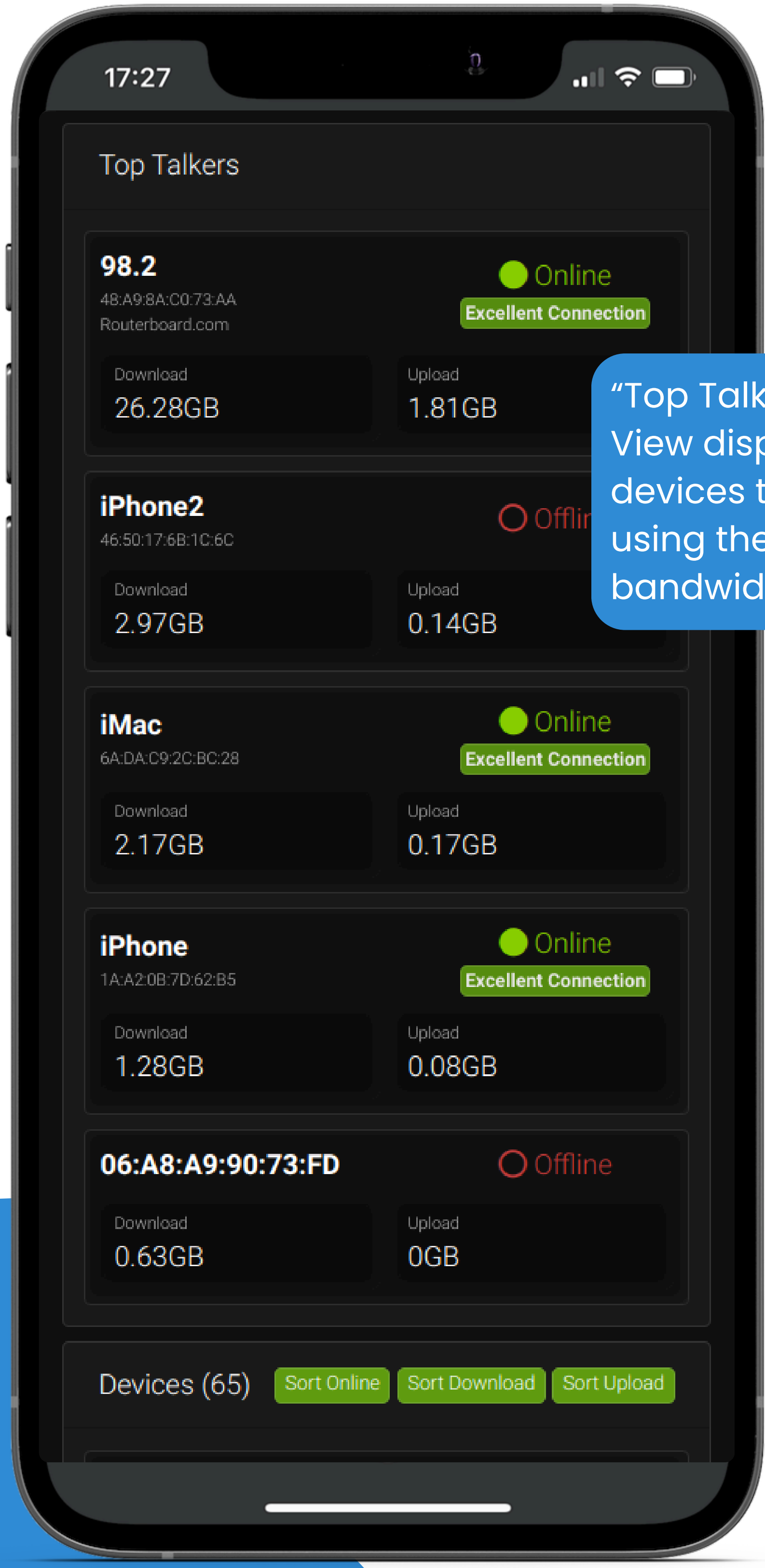


Single-screen view of the entire network and online devices.

ROUTER HEALTH AND USAGE

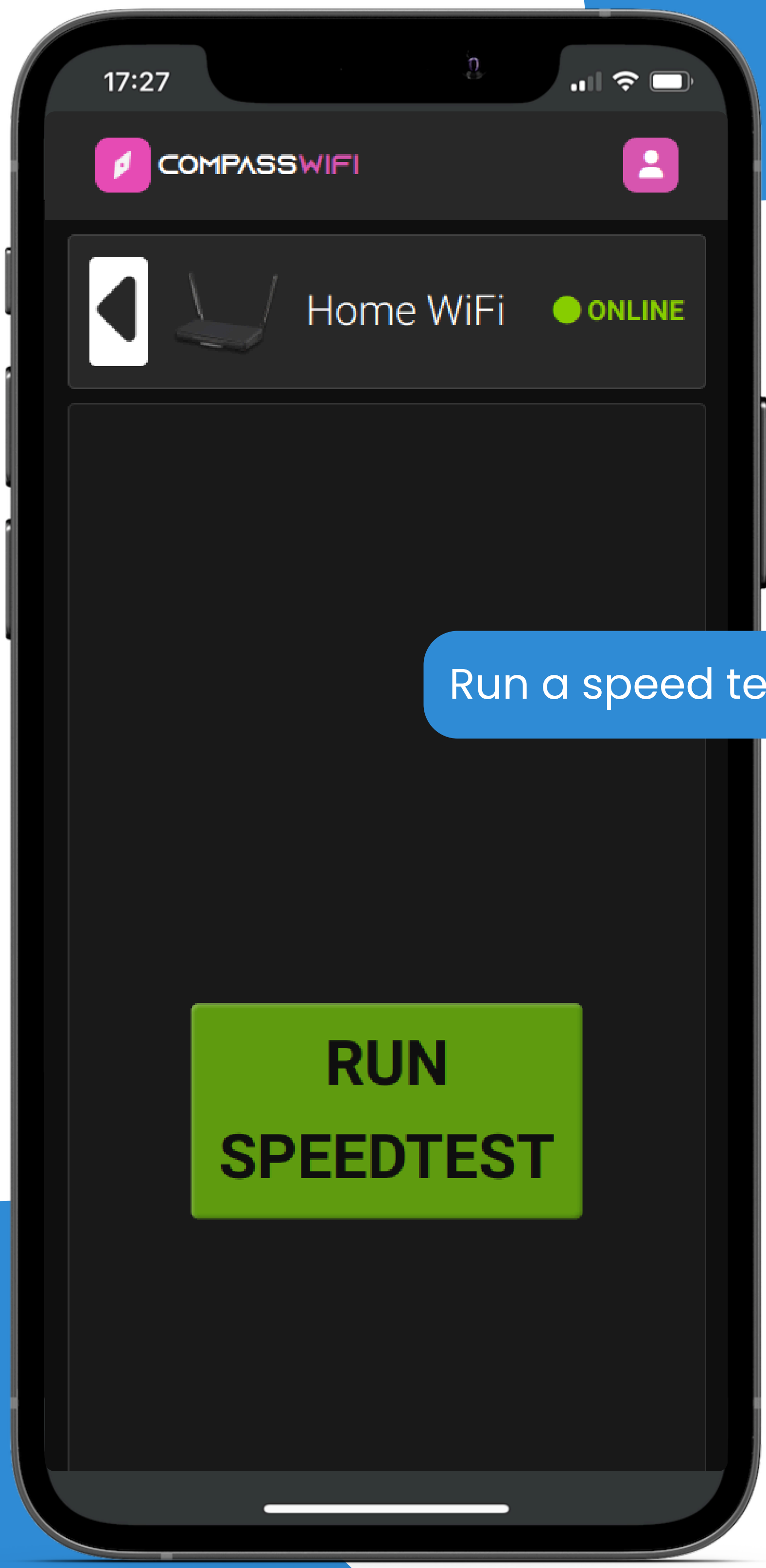
View historical upload and download usage.

ROUTER HEALTH AND USAGE

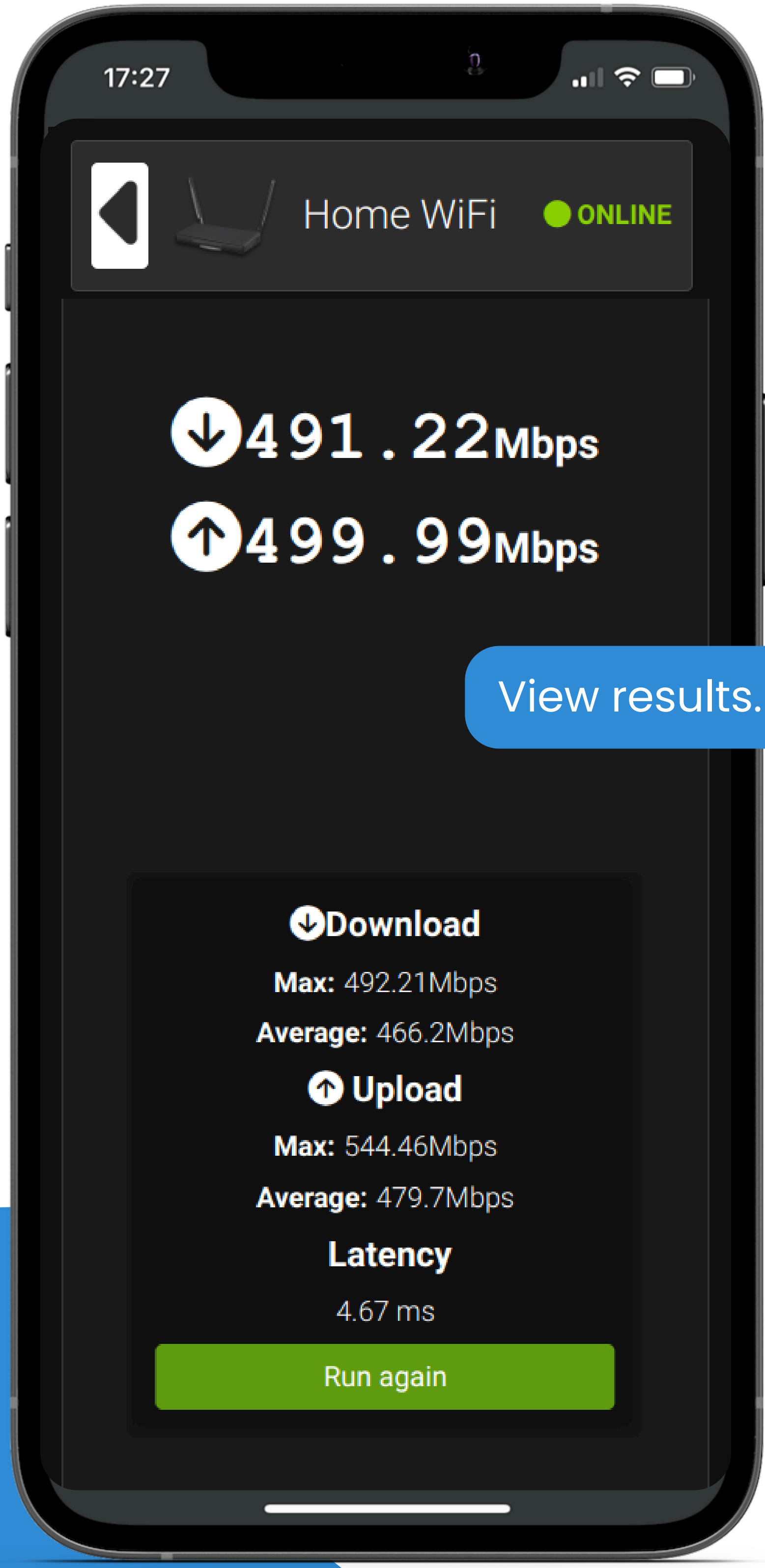


"Top Talkers" View displays the devices that are using the most bandwidth.

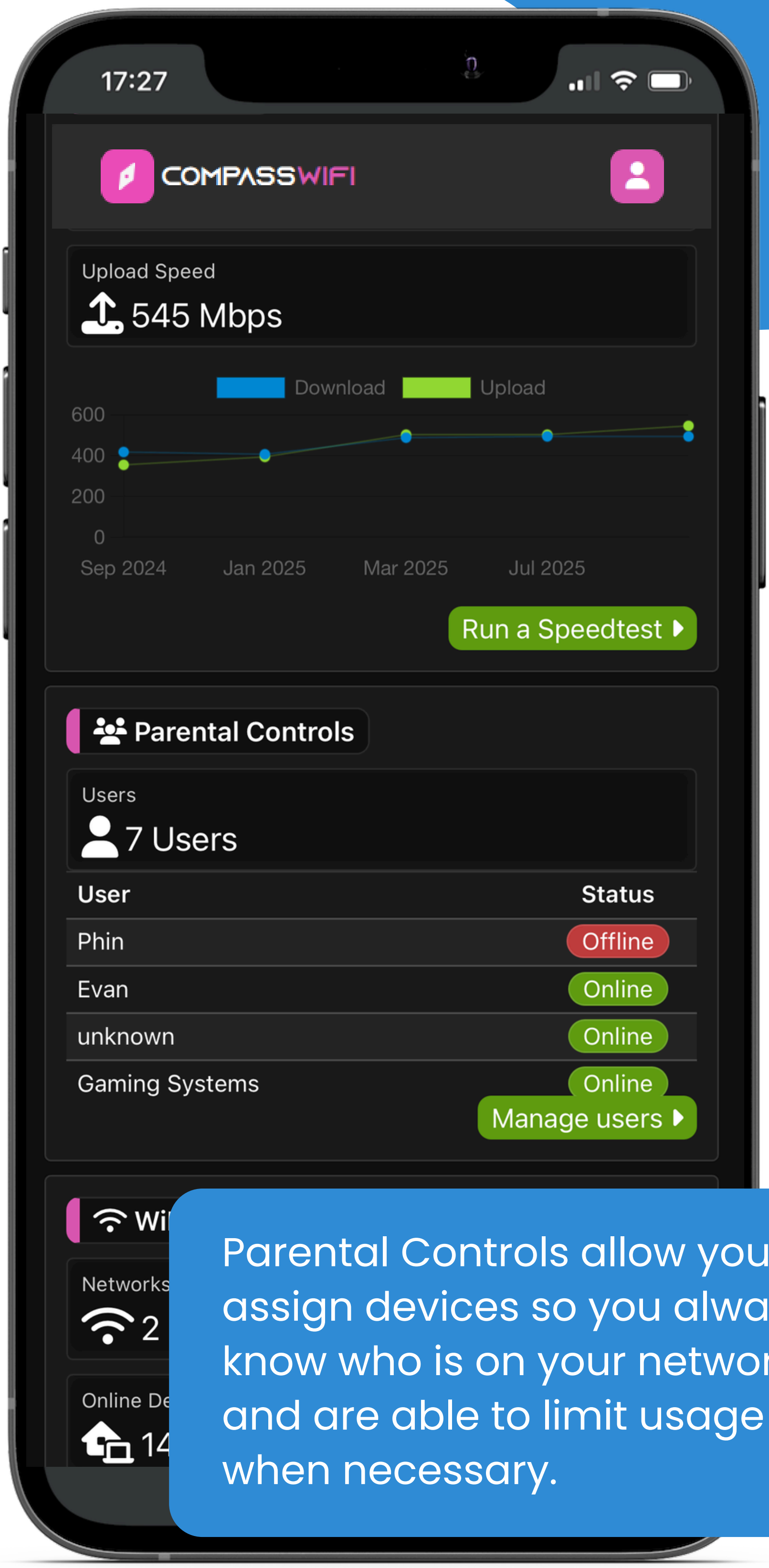
SPEEDTEST


17:27
COMPASSWIFI
Home WiFi
ONLINE
Run a speed test.
RUN
SPEEDTEST

SPEEDTEST

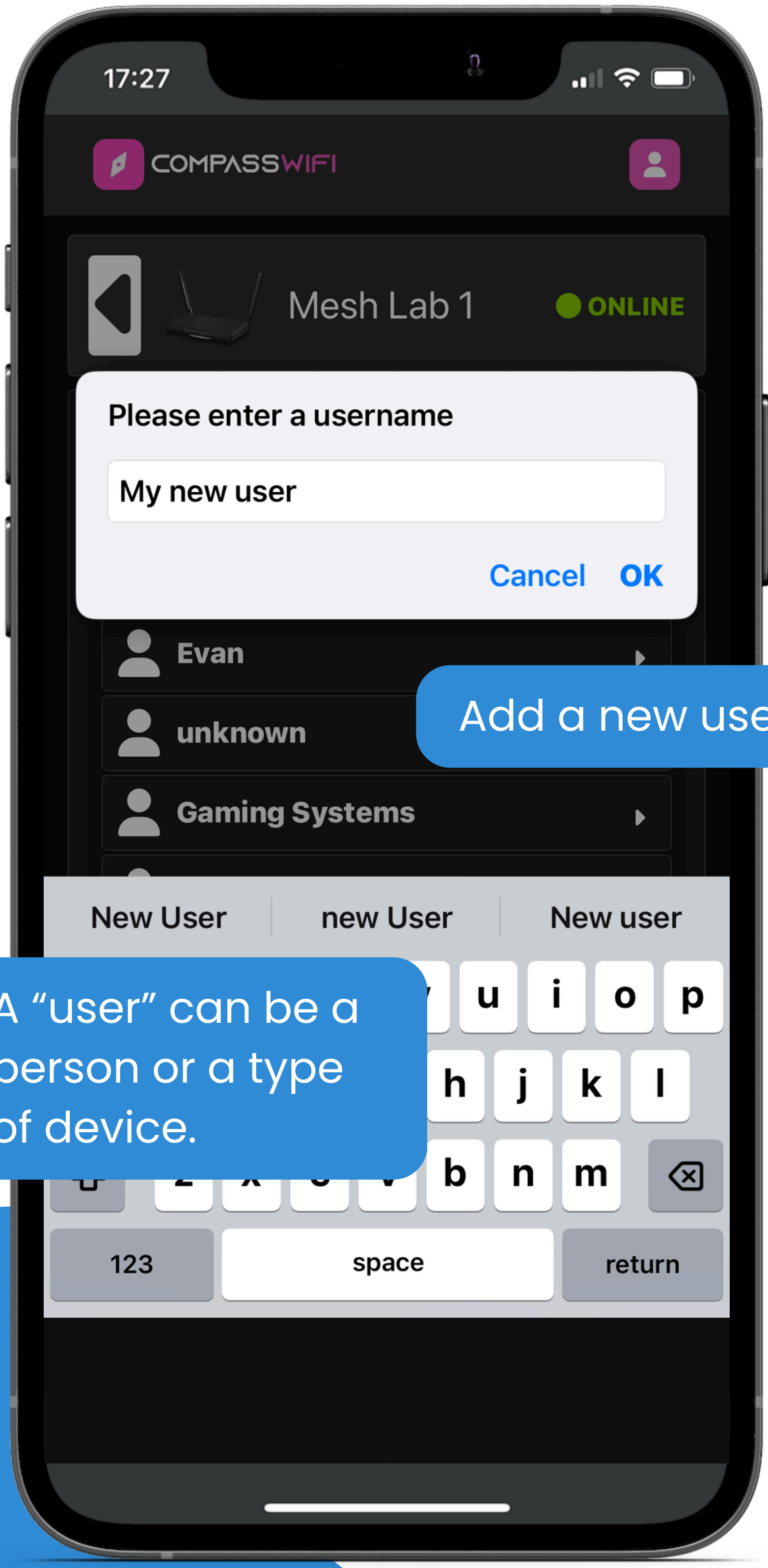

17:27
Home WiFi
ONLINE
491.22Mbps
499.99Mbps
View results.
Download
Max: 492.21Mbps
Average: 466.2Mbps
Upload
Max: 544.46Mbps
Average: 479.7Mbps
Latency
4.67 ms
Run again

PARENTAL CONTROLS



Parental Controls allow you to assign devices so you always know who is on your network and are able to limit usage when necessary.

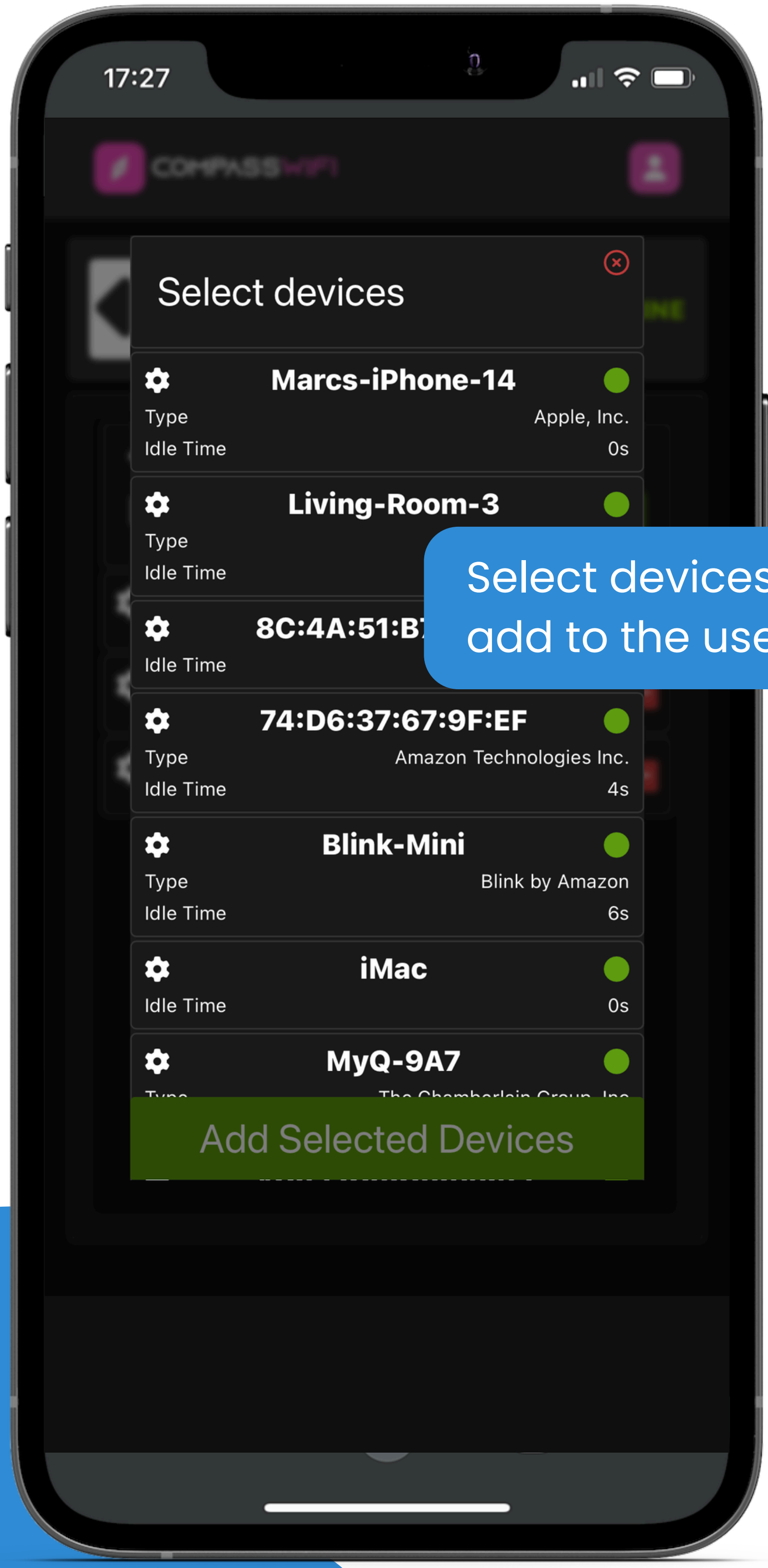
PARENTAL CONTROLS



Add a new user.

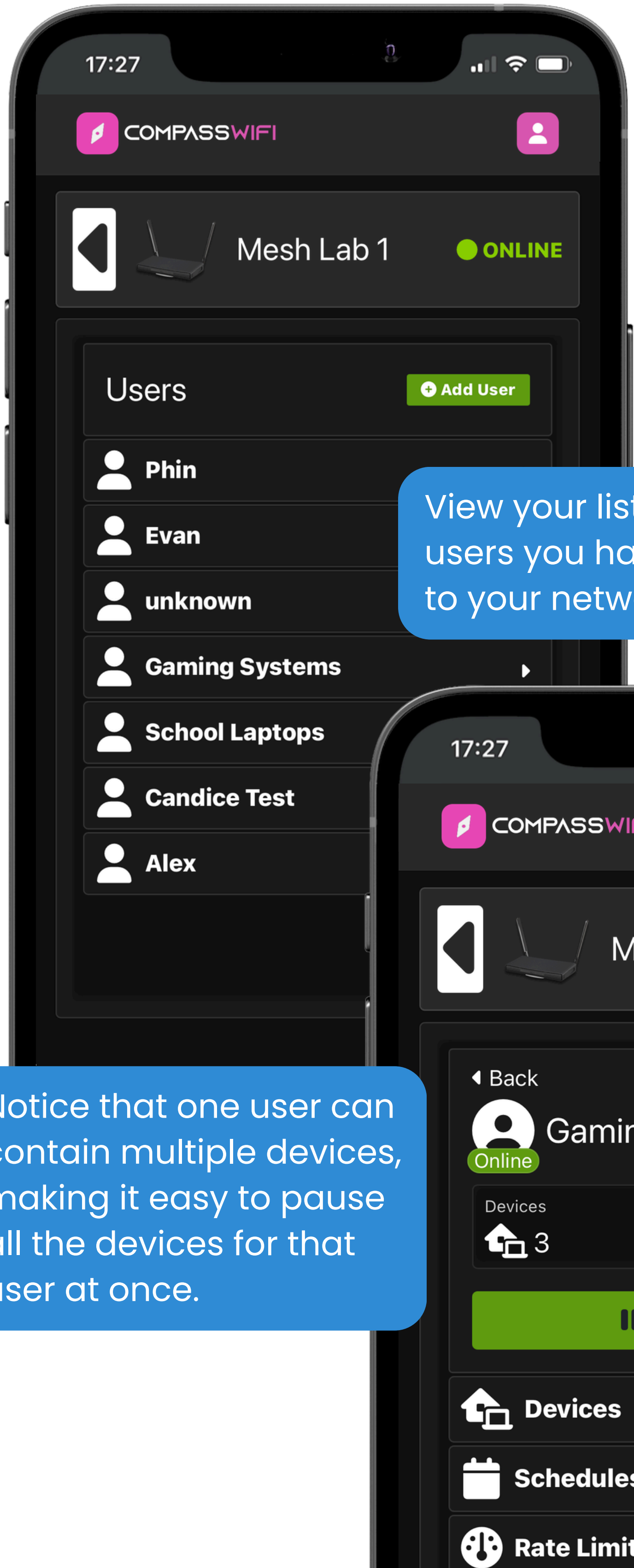
A “user” can be a person or a type of device.

PARENTAL CONTROLS

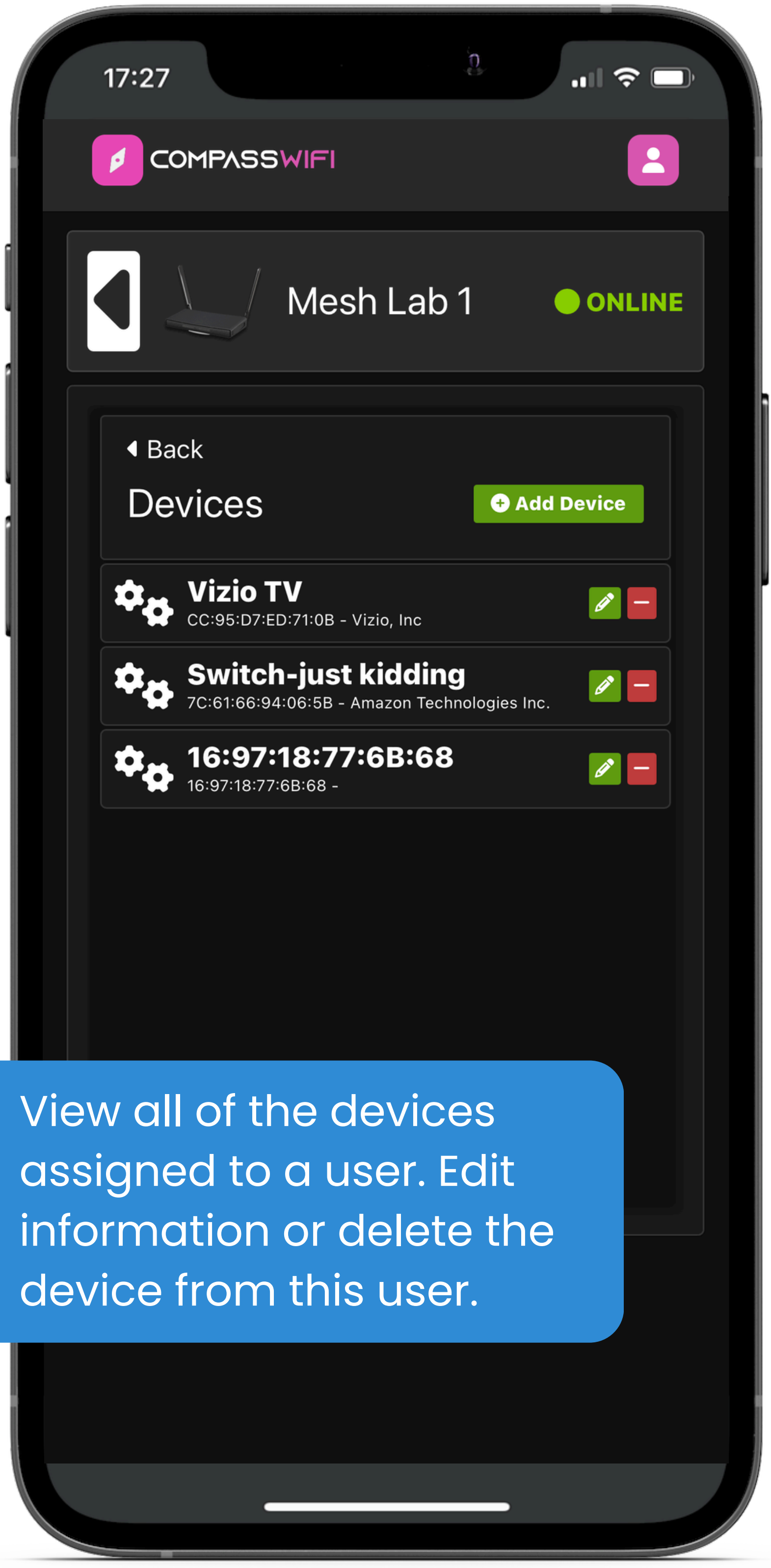


Select devices to add to the user.

PARENTAL CONTROLS



PARENTAL CONTROLS



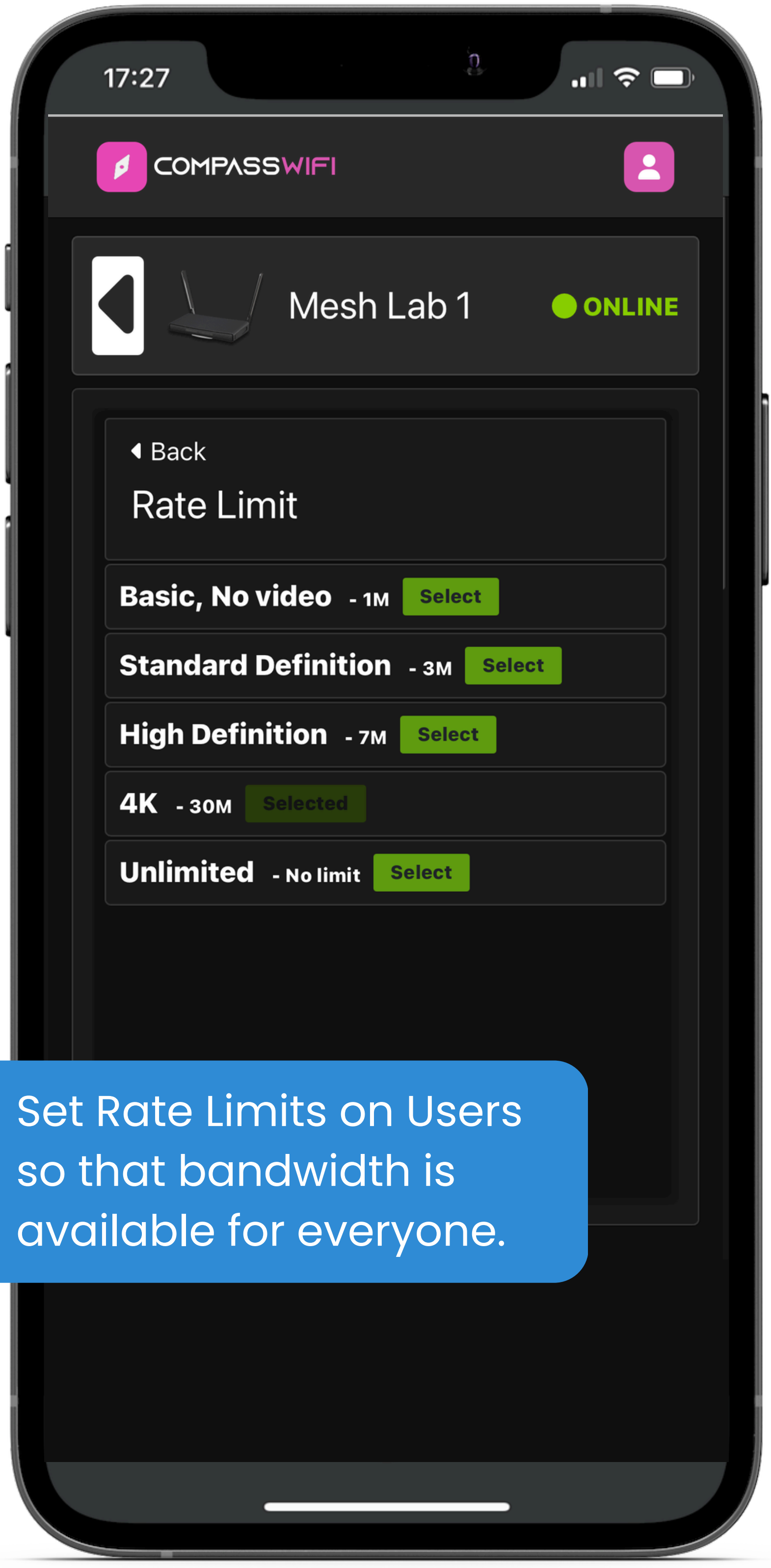
View all of the devices assigned to a user. Edit information or delete the device from this user.

PARENTAL CONTROLS

Set schedules by selecting a day, the time to begin allowing access and the time to end access to WiFi.

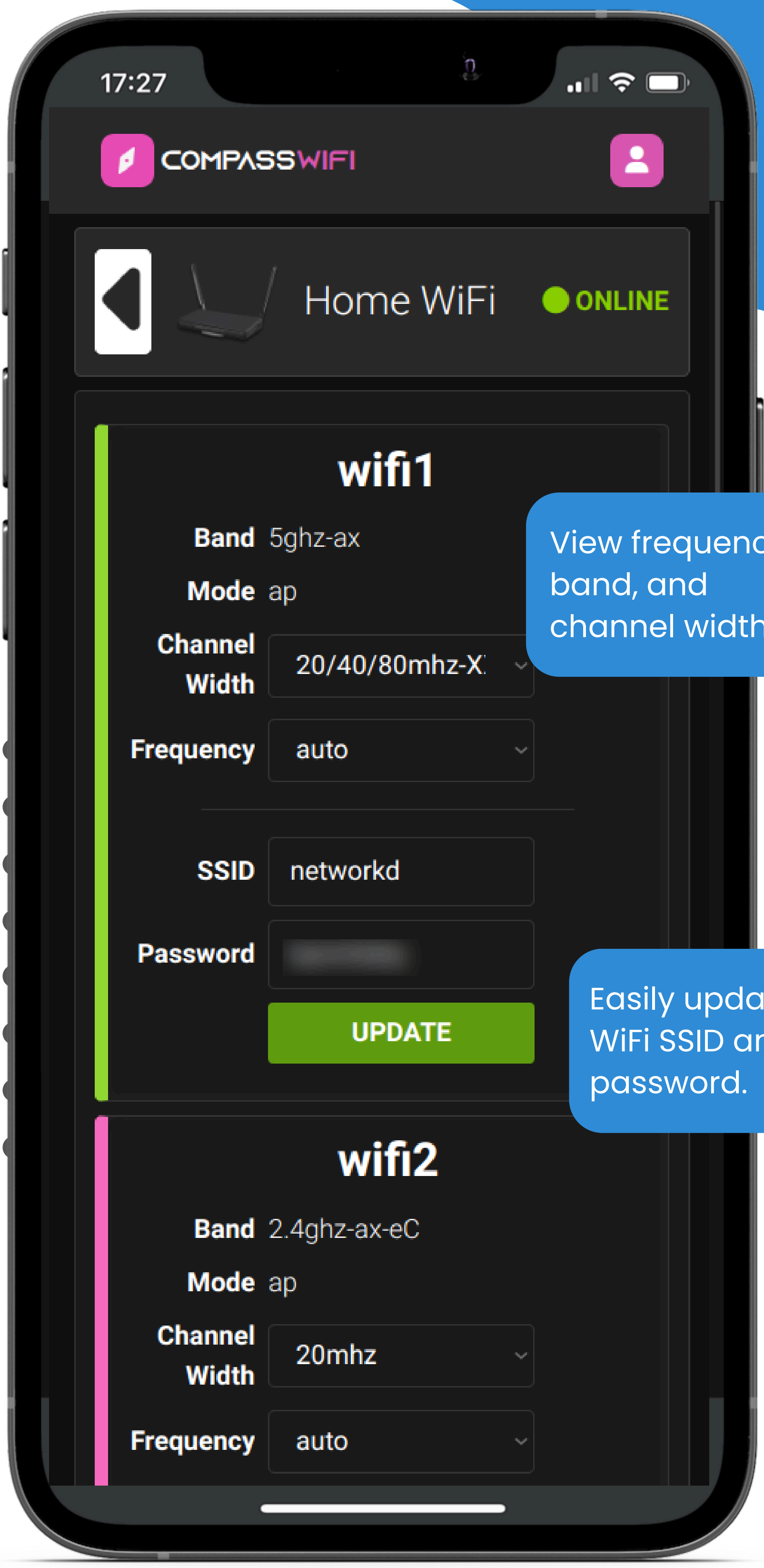
View full schedule.

PARENTAL CONTROLS



Set Rate Limits on Users so that bandwidth is available for everyone.

WIFI AND DEVICES



View frequency, band, and channel width.

Easily update WiFi SSID and password.

SUBSCRIBER SELF-CARE

A safe, secure home network can be easy to manage with Subscriber Self-Care. Create a network to fit your needs and that protects your internet and your family.