ACCOUNT SETUP

TROUBLESHOOTING TIPS

• Clear Cookies/Cache and restart the browser.

• Verify that you are connected to the UNC Charlotte network.

• See if you can connect using a different computer, cable or wall jack.

• If you are attempting to connect wirelessly, try connecting directly into the wall instead.

• If you are using wireless, make sure you are connected to the right network.

WIRELESS ROUTERS

Wireless routers are not needed to connect to the wireless internet. Using a personal wireless router will not help with internet speed and will interfere with building wireless signals. The use of personal wireless routers is prohibited.

All residents are required to create an account before using the internet. This account will allow you to manage the devices that can access the internet while keeping you connected to the network.

1. Connect your computer directly to the wall using an ethernet cable or connect your wireless with the SSID “UNCC-WiFi” and then open your web browser. You will be directed to the Welcome Page.

2. Click on “Click Here to Read the AUP.” Read the Acceptable User Policy, then acknowledge the AUP by clicking “I Agree.”

3. You will then be routed to a login page. Click the “New Account” button to create your account. Enter the required information and click “Save.”

Any device you want to have proper access to the internet will need to be added to your account via mac address.

[ If you need assistance with connecting your iOS device to the wi-fi network, visit housing.uncc.edu for further instructions. ]

ADVICE FROM KORCETT

The Korcett Team is aware that issues may arise during the Move-In season, particularly as a result of thousands of devices being added to the network in a short period of time. Please be patient during this process and contact the Support Team with any troubleshooting needs that arise.

NEED HELP?

CALL THE KORCETT SUPPORT TEAM AT 800.379.3729 TO TROUBLESHOOT.