WHAT SHOULD I DO IF...

I WANT TO GET TO KNOW MY RA

Your RA is focused on getting to know you and helping you feel comfortable in your new living environment. They will introduce you to the community and provide resources and support. If you have any questions or concerns, be sure to talk to your RA.

I WANT TO CHANGE MY ROOM

Room changes and permit moving during the academic year. Room changes are allowed for the following reasons:

• Your space is too small.
• Your space is too large.
• You have a friendship when the space was assigned.
• You have a significant relationship when the space was assigned.
• You have a change in your personal situation.

We hope you’ll take advantage of this opportunity to talk with a peer who might provide a better fit for your needs.

I WANT TO GET INVOLVED

At Housing, we understand the importance of community involvement. We offer a variety of opportunities to get involved, such as participating in student organizations, volunteering, and attending events. By getting involved, you can meet new people, learn new skills, and make meaningful connections.

I WANT TO HAVE ISSUES WITH MY APPLIANCE FIXED

If you need assistance with your appliances, contact your Area Coordinator (AC) or your Resident Advisor (RA) for help. They will be able to provide guidance and resources to help resolve any issues.

I WANT TO DO LAUNDRY

Each residence hall has its own laundry facilities. You can find the location of your nearest laundromat on the Residence Hall Pages. Check your hall’s bulletin board for any updates or changes to the laundry schedule.

I WANT TO CANCEL MY HOUSING CONTRACT

If you want to cancel your housing contract, you’ll need to follow the procedures outlined in your housing agreement. It’s important to read through the contract carefully to understand your options and responsibilities. If you have any questions, contact your RA or the Housing Office.

TECH SET-UP GUIDE

SETUP CABLE TELEVISION:

If you have a DirecTV receiver, follow these steps:

1. Turn on the cable box and DirecTV receiver. 
2. Connect the cable box to the TV using an HDMI cable.
3. Connect the TV to the cable box using an HDMI cable.
4. Turn on the TV and select the appropriate input source on the TV.
5. Follow the on-screen instructions to set up the TV.

If you have a Raspberry Pi, follow these steps:

1. Connect the Raspberry Pi to your TV using an HDMI cable.
2. Turn on the TV and select the appropriate input source on the TV.
3. Follow the on-screen instructions to set up the TV.

SETUP INTERNET/WIFI

Creating an Account

To get online with your laptop or tablet:

1. Open laptop and browser
2. Type in “myresnet.com”
3. Click “Sign Up Now”
4. Complete signup and registration
5. Enable Java if prompted

To get online with your smartphone:

1. Download the MyResNet app from the App Store or Google Play
2. Create an account
3. Follow the on-screen instructions to set up the Wi-Fi network

I'M MOVING OUT

Before you move out, be sure to complete the move-out checklist. This will help you ensure that you’ve completed all necessary steps. The move-out process can take some time, so please plan accordingly.

I OWN A PORTABLE WIFI DEVICE

If you own a portable Wi-Fi device, you’ll need to follow the instructions provided by the manufacturer to set it up. Be sure to check your device’s manual for specific instructions.

SAFETY

CABLE TV SUPPORT

If you have any questions or need assistance with your cable TV service, you can contact the Cable TV Support team. They’re available Monday through Friday, 8 am to 5 pm. Call the support line at 704-687-6070.

INTERNET SUPPORT

If you’re experiencing issues with your internet connection, you can contact the IT Help Desk. They’re available Monday through Friday, 8 am to 5 pm. Call the support line at 704-687-6070.

TELEVISION SUPPORT

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CAMPUS RESOURCES

LIVE ON.

DID YOU KNOW?

LOAN KEY DECALS ARE OPEN 24/7

- You can renew your key decal at a temporary fee if you are locked out of your room.
- There is a $15 late charge fee for keys that are not renewed. If you fail to renew a key decal, your ID and key will be disabled for a lock change and possible service fee.

If you have to:
- Need a replacement, visit the Security office, 101 Martin Hall, or phone 704.687.1111, ext. 7612.
- Lost or damaged, visit the Security office, 101 Martin Hall, or phone 704.687.1111, ext. 7612.
- Need a duplicate, visit the Security office, 101 Martin Hall, or phone 704.687.1111, ext. 7612.
- Need a lock change, call 704.687.7502.
- Need to report a theft, call 704.687.7611 or 911.

NEVER COVER THE SMOKE DETECTOR

You are responsible for your own ID and Room key. Failure to properly lock your room or cover your smoke detector could result in a fee.

THERE ARE 10 & KEY POLICIES

You are responsible for the security of your Room and your keys. You are responsible for the security of your living area. You are responsible for the security of your key.

THERE ARE VISITATION POLICIES

Residents must have proper identification to enter campus and be accompanied by a University official. Violations are subject to Administrative actions.

THERE ARE QUIET HOURS

Residences halls have quiet hours to facilitate study and sleep for all residents.

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