

Employee Spotlight!

Robert Martin



Title: Vice President of Technology and Operations

Background before joining the Korcett Team? I spent the last 4 years at Clear Channel Communications where I managed business and technology solutions. This includes the 'I Heart Radio' Concert where I got to meet a lot of singers. The lead singer of FUN is a super nice guy and Miley Cyrus is pretty ditzzy.

Fall 2013 Move In - A Review!

It's mid October and the K.A.M. is officially calling an end to the 2013 Fall Move In! We did it! Residents are finally settled into their new apartments and back into the routine of school and classes.

Let's take this time to review the most frequently asked questions to the K.A.M. and the Support Team through this Move In.

Also, your Account Manager will be sending you a Survey today. Please take 5 minutes out of your busy day to complete our Post Move In 2013 Survey. This Survey will give us vital information about how Move In went for you and your property and how we, at Korcett, can do better in the future.

Take the Survey Now:

<http://www.surveymonkey.com/s/3ZQMZQ2>

Account Management FAQ's and Concerns

* **Move In Documents** - We got a lot of frantic emails and phone calls asking for Move In

So, what is it that you actually do? I implement reliable and repeatable processes for our customers to better the business. I'm on a mission to revamp the NOC to be able to handle more volume. Better the Support Team, and focus on technology to improve future company goals and needs.

If you could tell our Property Managers one thing, what would that be? I understand completely the importance of great customer service. This coupled with strong technology is a necessity.

What are you most excited to bring to Korcett? An energy related to people. I want to focus on building customer relationships and our technology, simultaneously.

What are you working on today? I'm evaluating our technology standards and processes.

Two websites you can't live without? www.themanpages.com www.google.com

Dream Jeopardy Category?
Science

Documents to hand out to residents. Besides asking your Account Manager for these Educational Documents you can also visit the K.A.M.'s blog, Korcetti, and click the button at the top right of the page that says "Move In Documents" Here is a link to the blog - <http://korcettblog.wordpress.com/>

* **Add Devices to Accounts** - Remember that your residents will have to add all their devices they are going to use to access the Internet to their KMC Account. This means they will need to know the MAC address of their XBox, iPad, and any other device they want to connect online.

* **Resident Installed Routers** - A Reminder for our properties where we support the wireless internet, please do not let your residents install and set up their own personal wireless routers. These are what we call "rogue routers" because they are not part of our network. Too many of these rogue routers will cause chaos in the wireless network and make the wireless Internet much slower for other residents.

* **Quick Help** - Property Managers, the easiest and faster way to get an update on your property or to get a question answered is to reach out to your Account Manager. Please don't call Support or the NOC directly. We are here for you!

* **What You Think** - We want to hear what your thoughts are on Fall Move In. Today the K.A.M. will be sending all Property Managers an email with a link to a survey. Please, take a few minutes to complete the questions. We need your feedback to understand what went well and improve for Spring Move In 2014.

Support FAQs and Concerns

If you could have one superpower what would that be? Meat Vision! :)

K.A.M. Contact Information

Desiree Williams

512-334-1847

Desiree@Korcett.com

Elaine Haygood

512-334-1843

Elaine@Korcett.com

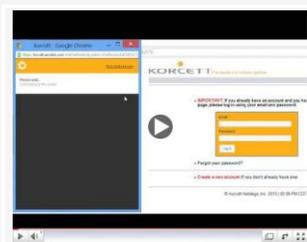
Kristi Mann

512-419-7419 ext 895

Kristi@Korcett.com



Click the below for a review of the Korcett KMC Portal.



Korcett Management Console (KMC) - Resident Overview

* **Equipment Checks** - A great way to prepare for Move Ins is to do a quick check of any spare equipment you have onsite. If you are not sure what the equipment is for, snap a photo or two and send them to your Account Manager. We will document what spare equipment you currently have. This means when something is down we know if we need to place an order or if you have an extra on site. Having spare equipment on site is always recommended.

* **Primary and Secondary Shipping Contacts** - When we do have to ship new equipment to your complex, it's helps to know the the primary and secondary shipping contacts. This contact might be the Property Manager or it might be the Maintenance Manager. Please let us know so we can add this to our records.

* **Account Creation Education** - It's a good idea for all members of the management staff to know how to create a Korcett Account. Of course, residents who are having trouble can call the Support Desk, but its always helpful when management can give confused residents the 'Account Creation Education Documents' and point them in the right direct because they understand the process of Account Creation themselves.

* **What is Authentication** - Authentication refers to the process of managing bandwidth by matching devices with their KMC Account to determine how much bandwidth should be allotted to each device.

When a device tries to get to the internet the Korcett checks to see if the MAC address resides in it's database. If it does not, the Korcett

redirects the device to the KMC so that it can be registered and added to the resident's master account. Once the device is added to the KMC database, the KMC also updates the Korcett database with the new account - This process is calling Syncing.

The firewall and database work together so that the bandwidth tier that is assigned to an account is distributed to every active MAC address.

What's Coming Next?

Keep an eye out for our next Newsletter on November 1st. We will review our different tiers of Support and at home troubleshooting tips for your residents.



Have a great rest of October!

Stay Tuned!

Have a great start to October!