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

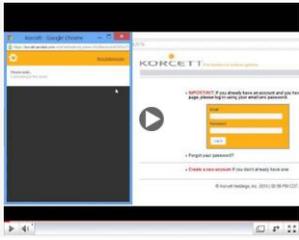
Korcett Support (Everything You Need To Know)

It's that time of the year again to review the Korcett Support System. The K.A.M. wants to make sure we are all on the same page on who should be contacted and at what time. When everyone understands the Support Teams role, the process runs smoothly and your residents' issues are resolved more quickly.

Support Tiers: Roles and Responsibilities

The Korcett Support Team is designed to provide support and help to our residents and you, the property management staff. The three teams that make up the Korcett Support Team are the K.A.M, the N.O.C. (Network Operations Center), and the Internet Help Desk.

K.A.M. - That's us! We are the team you read about on the 1st in our debut Newsletter. K.A.M. is the liaison between property staff and the remaining Support Team. We are your eyes, ears, and voice. If you ever need anything from Korcett, please be sure to reach out to us, we are your advocate. Remember to read out blog at www.korcettblog.wordpress.com to keep up with



Korcett Management Console (KMC) - Resident Overview

our daily doings.

Internet Help Desk - The Help Desk is the 24/7, 1-800-379-3729 number that residents call when they are experiencing a problem with their Internet. Our Help Desk will walk them through troubleshooting tips and tricks to ensure they are receiving solid connection on the property network. If after this help, the resident is still having problems, they will escalate that resident's ticket to the N.O.C.

The N.O.C. - The Network Operations Center jumps into action when more than one unit is experiencing a problem or the entire complex is down. They will step in when a single resident is having a problem that the Help Desk needs a closer detailed look into. The N.O.C. can remotely access your switch network to troubleshoot and get a more detailed diagnosis into what is going on. N.O.C. is also the team that is actively monitoring your property 24/7. If your property is experiencing an outage of any kind, N.O.C. will immediately be notified and begin diagnosing the outage issue that is occurring.

The entire team works together internally to resolve issues with the Internet, whether it involves one resident or the entire property. You are our number one priority every day!

Troubleshooting Ideas - Tips and Tricks From the Korcett Support Team

First, remember all your residents have to create an account before accessing the Internet. If your property does not have an updated PDF called "Account Creation" please ask your Account Manager for the document. **The biggest question**

we usually get about Account Creation is, "Where is my MAC Address?" The Mac Address is usually located on the back of the computer hard drive or laptop.

If the resident cannot locate the MAC Address of the specific device, please advise them to call the device's support number to find the MAC Address. If your resident cannot access the Internet and has already created an account they might need to clear their Cache, check for a Proxy, or check for a Static IP/DNS. Details on how to do this can be found on the Account Troubleshooting Guide PDF.

Again, please ask your Account Manager if you need a copy of this to hand to your residents. Your residents might need to make sure that their connection (wired or wireless) is working. If they are having a problem with the wireless connection please direct them to utilize the Ethernet cable, and plug into the wall to verify internet connectivity. If they still do not have an Internet connection, they can ask their roommate or try another device to check to see if they have Internet in the same area where the issue is presenting itself. These are just a couple of simple troubleshooting steps that the resident can complete on their own before calling into the Internet Support Desk to get to their final resolution.

If multiple people in the apartment or complex are not able to connect to the Internet, please direct them to call the Internet Support Desk and then contact your Account Manager for more details.

What's Coming Next?

Keep an eye out for our next Newsletter on November 15th. We will devote our entire Newsletter to



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tips and best practices for your residents.

Stay Tuned!

Have a great start to Novemeber!