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

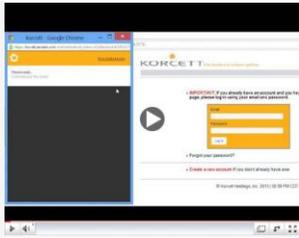
Happy December!

This time of the year is full of winter weather, family fun, and FINALS! The Korsett Account Management Team would like to use this Newsletter to give you some valuable tips and tricks to keep your residents happy during this busy and stressful time of the year.

Your residents already eat up all the bandwidth like it's a holiday feast, but when Finals and the end of the semester are in sight, they are online even more. Let's work together to make sure that they are prepared for the Winter Break.

Helpful Hints for Finals

- When your residents use the wireless internet, the more devices they have online the slower their speeds will be. A quick reminder that when they are writing that final paper for History 101, not having their iPad, Xbox and two cell phones on the wireless network will go a long way to boost their speed.
- We say this over and over again, but if they are having a problem with the Internet the fastest way to get anything resolved is for them to call



Korcett Management Console (KMC) - Resident Overview

Shout Outs to our **AWESOME** Support Team

"Jesse was very helpful in dealing with my unique and complicated situation. It was solved quickly and as efficiently as possible, and it was as positive an experience as one could hope for in tech support." Jack Quigley (University Village Apartments - Raleigh, NC)

"Great help. Thanks guys. You rock!" Ushemadzoro Chipengo (Heritage Apartments - Columbus, OH)

"Great. Very helpful, fast service!" Daniella Moralas (Cabana Beach Apartments - San Marcos, TX)

our Support Team at 1-800-379-3729. After they call in, they will receive a ticket number. If they want to share that ticket number with you, their management staff, your Account Manager will be able to provide fast updates to their ticket status. But, step 1 should ALWAYS be to call the Support Team.

- Time Management is always important to remember this time of the year. Residents and students alike will always wait until the last minute to cram for one last test or stay up until 4 AM to finally start and write that one last paper. But any reminders and nudges to have students start early will help everyone's sanity in the long run. Yes, our Support will be here at 3 AM on the last day of exams. But why add stress to their final exam time? If they are having any issues currently, let's work together to remedy those so when finals are here, they can focus on what is important, that last test of the semester.

Holiday Hours

Just like you and your residents the Korcett Team will be taking time off for the holidays. All of Account Management will be in the office during Finals, but come the end of December we will all be sporadically out of the office. Remember, if you can't get a hold of your Account Manager you can always call the main line (512-419-7419 ext. 2) or email kam@korcett.com and we will begin working on your inquiry as quickly as possible. We are a team and when one of us is unavailable or out of the office our co-

workers are great at stepping in and stepping up.

Please see our individual contact information listed at the left side column for addition Holiday contact information.

What's Coming Next?

As always our next issue will be to on the 15th. Keep an eye out for it in your inbox.



Have a great start to December!
