KORCETT
The leaders in online uptime.

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CLICK HERE

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

Happy 2014!

Key Tips and Tricks for New Residents for Spring 2014

Can you believe it's already the beginning

of the Spring 2014 semester? Many of you will be heading back to work this new year to face new residents and a "mini move-in" session. Here are a few tips and tricks to make sure those few days go smoothly...

Here are some easy tricks and tips you can pass along to your residents

1. Has the device been added to the resident's account? If not it will need to be added by typing in the MAC address on the resident's KMC Portal

2. They might need to clear their Cache, check for a Proxy, or check for a Static IP/DNS. (If they need
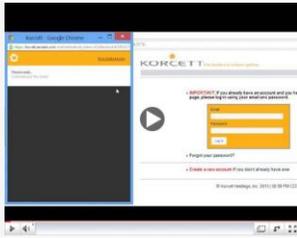
Korcett Management
Console (KMC) -
Resident Overview

Shout Outs to our AWESOMESupport Team

"Both Morgan and Jesse responded quickly to my request for support. Thanks to both for looking into this issue for me." (Jonathan Davis of Chapel Ridge)

"It was quick and painless. Thanks Korcett " (Steven Johnson of The Centre)

"Agents were extremely thorough and responded to my requests quickly and persistently."

(Kristen Zajo of The Langston)

help doing this, you can give them a copy of the Account Troubleshooting Guide or have them call the Support Desk.)

3. If the wireless isn't working, have the resident try to connect straight into the wall via an Ethernet cable. This is the quickest way of knowing if it's a wireless or wired problem.

4. See if one of their other devices (or a roommate's device) will connect.

Do's and Don'ts of Troubleshooting

Do's
Do ask you resident if they have tried to connect directly to the wall (if having a wireless problem). Although this is not a permanent fix, this could help them get online fast enough to turn in that last minute quiz or test.

Do ask them if their roommates or neighbors are having the same problem. This way you know if it is a building or floor wide issue or if it is just one resident having problems.
 Do remind them to call the Support Desk (1-800-379-3729) and make sure they write their Support Ticket number down.

Don'ts
Do not have a resident unplug a property owned router or AP. This

will only cause more problems by creating Internet issues for the all the resident near that piece of equipment.

Do not offer to troubleshoot for the resident or call our Support Desk for them. As nice as this is, our Support Team needs to talk directly to the resident who is experiencing the problem in their unit in front of their device.

Do not give the resident the Account Management Team's contact information. As much as we would love to chat with every resident, we are your support for higher level information. We cannot troubleshooting individual residents issues.

FAQs

Q: What is this MAC address you're looking for - I don't even have one!

A: MAC stands for Media Access Control, and this address serves as an identifier for every piece of network capable hardware. This is usually referred to as a MAC address, but window's calls is a Physical Address.

Many devices have multiple MAC addresses, a LAN Address (Local Area Network) for the computers connecting to the router, a WAN Address (Wide Area Network) We

will need the WAN MAC Address to add the router to the resident's device list.

Q: What's the deal with the numbers and letters in the MAC address?

A: Each MAC address consists of six, 2 digit, hexadecimal numbers, each usually separated by a colon (:), but sometimes by a hyphen (-).

Q: How do I add my device to my account?

A: Residents can log in with their credentials at kmc.korcett.com. Under devices there is a MAC Address field where the router's MAC address can be entered. A label field is also listed if they wish to label the address (like Sean's Router). From here simply click Add Device and the system should add the address to the profile. This can be verified by looking above in the devices list.

The resident should now be able to hook up the device properly according to manufacture documentation and access the Internet via WiFi. Any device that connects through the property network will also have authentication from the KMC.

What's Coming Next?

Coming up in mid-January we will be talking about how to talk to and listen to upset residents and how to stay positive on social media.

We hope you had a great Holiday Season!