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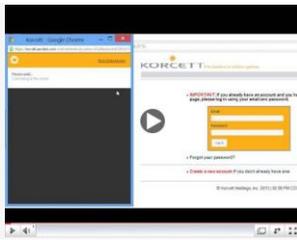
Click the below for a review of the Korcett KMC Portal.

## Using the Korcett KMC Portal

### How the Korcett KMC Management Portal Can Help You Manage the Internet at Your Complex

Great communication between Korcett and Property Management is the best way to stay on top of your resident's Internet. Of course, you can always pick up the phone and call your Account Manager, but another great tool for you and your staff is the Korcett KMC Portal. As a property manager you have the option to view your resident's accounts, tickets that are opened and have been closed, and tons of valuable information about the Internet at your property.

Step one to managing the Internet with the help of the KMC, is logging in. If you do not remember your password or you can't find your login information, please email [kam@korcett.com](mailto:kam@korcett.com) to be issued a new



Korcett Management Console (KMC) - Resident Overview

one.

## Management Staff Has Access to THREE Tabs

**Residents** - In the Residents tab you will be able to search for all residents who live onsite who have an account with Korcett. You will be able to view details of their devices, their current bandwidth tier, and other account details.

In order to find a specific resident use the first drop down box to click on the name of your property. Then, using the second drop down box labeled "filter", click on how you would like to search. Account Management recommends searching by "No Filter". This way you can search with any information you have about the resident.

**REMEMBER** - When you open a resident's account do not change their account details or password. Doing this could cause the resident to experience issues when opening the Internet or logging into their KMC portal.

**Site Reports** - In Site Reports you will be able to view Tickets open for your residents and which residents are waiting for an onsite technician. You will also be able to access a bandwidth graph for your property.

- **Reports** - In the Reports box you can change the dates for the information you would like to view in the Site Reports Tab. Just change the dates in the "To" and "From" boxes and click "Go".
- **Tickets** - You can view Open Tickets, Closed Tickets, Truck Rolls (Technicians), and NOC Tickets with your chosen dates. You might need to Show More Entries to see all Tickets.
- **Bandwidth** - By clicking on the graph icon you can see a chart of the average up and downstream M/Bits for your complex. You

can also see if your complex provides upgrade options (and their costs) for your residents.

**REMEMBER** - If after viewing this information you have a question about a specific ticket, please contact your Account Manager for further information.

**Messaging/Throttling** - In the Messaging tab you are able to send messages to the entire complex or individual residents. You have the option to throttle a residents internet connection. This mean Bringing them down to a comparable dial up speed. This is a powerful tool to use in getting a residents attention when you are sending out an message that requires immediate action from the KMC portal.

First, click "Compose" to create a new message. (You can also create template messages for future use). If you are messaging a specific resident start typing their name in the box, or to message the entire property, type your property's name in the box. Then compose your message - don't forget to add a Title, Priority, and if a Login is required to read the message. If you want to throttle a resident's Internet Speed you can do so here as well, but please remember to let the resident know in the message why their internet is being throttled. (Example: late rent, safety infringement...)

**REMEMBER** - If you throttle a resident's Internet, you will then need to unthrottle their Internet when the reason for throttling has been resolved.

(If you would like to learn more, please click the following link to a PDF guide to the KMC for Korcett Property Managers. [KMC Help and Training Guide](#)).

## What's Coming Next?

Have a great end to February and keep an eye on your Inbox for our March First Newsletter!



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