



HOW TO CREATE YOUR KORCETT ACCOUNT

HELP!

If you are having a problem setting up your account please call the Korcett Support Team at 1-800-379-3729. Our awesome Support Team can help you troubleshoot.

Your apartment's front desk/property management staff will not be able to troubleshoot for you.

ACCOUNT SETUP

All residents are required to create an account before using the internet. This account will allow you to manage the devices that can access the internet while keeping you connected to the property network.

How to Setup Your Account

Connect your computer directly to the wall or your wireless with the SSID “your property’s name-WiFi” and then open your web browser. You will be directed to the Welcome Page.

You will then be routed to a Login Page. Click the “New Account” button to create your account. Enter the required information and hit “Save”. See – super easy!

“Remember, any device you want to have access to the Internet will need to be added to your account via MAC address.” – Korcett Support Team

ADVICE FROM KORCETT

The Korcett Team is aware of issues during the move in season, usually a result of thousands of new devices being added to the network in a short period of time. Our goal is to set expectations for our residents and property staff during this time period. Please be patient and understanding as these new devices are being added, and please contact Support with any troubleshooting needs that arise.

TROUBLESHOOTING TIPS

(I can't access the internet or Welcome page to set up my account!)

- Clear Cookies/Cache and restart the browser.
- Check if you have a proxy configured
- Verify that you don't have a static IP/DNS configuration
- See if you can connect using a different computer, cable, or wall jack
- If you are using a router, try connecting directly with the wall instead
- If you are using wireless, make sure you are connected to the right network
- If you aren't using wireless, disable your router



(For additional information about these Troubleshooting Tips, please see the attached Troubleshooting Guide)