KORCETT

Welcome to your Korcett premium Internet service!

If you are a new resident you will need to create a Korcett Account, current residents will benefit from our attached troubleshooting guide.

If your property has not entered Authentication mode yet, you will not need to create an account at this time. Save this guide, as your property will be making the transition soon. You will know when this transition has been made because your browser will be redirected to a Welcome Screen.

Why am I being prompted to make an account? With the Korcett technology and your property in an authenticated state, you will be able to create your own account, manage your internet service, and for some properties, upgrade your bandwidth on your account. This measure will also help enhance performance, increase security and further stabilize the network.

Be sure to hold on to this guide as it contains helpful information on creating your account, managing your account, answering common questions, and the contact information to our help desk support team.

Account Setup

Before connecting to the internet for the first time you'll need to setup an Internet account. Setting up your new Internet account is quick and easy!

1   Connect your computer directly to the wall or your wireless network with the SSID "Property Name-Wifi" and then open your web-browser. You should be redirected to a Welcome Page.

2   Click on '*Click Here to Read the AUP*' on the bottom of the page, read over the Acceptable Use Policy, and acknowledge the AUP by clicking on '*I Agree*' at the bottom of the page.

3   You should be presented with a Login Page. Since you are a new user and don't have an account
4   yet, click the '*New Account*' button to create your account. Enter in the requested information, click '*Save*', and you're done!

Now that your account is created, you can access the internet as usual. **Any device you want to use to access the Internet will need to be added to your account**.

Troubleshooting Guide

Note: We see a wide range of "tuning" problems during the move-in season/beginning of the school semester every year. This is the result of adding thousands of new devices to the network. We try and set expectations with residents and the leasing office that it takes about two weeks after all the move ins to identify and correct all problems with resident devices. We work very hard to keep the time that the network is affected by this to a minimum.

Can't access the Internet or welcome page

- Clear Cookies/Cache and restart the browser (See "Clearing Cookies/Cache" below)
- Check if you have a Proxy configured (See "Checking for a Proxy" below)
- Verify that you don't have a Static IP/DNS configured (See "Checking Static IP/DNS" below)
- See if you can connect using a different computer, cable, or wall-jack
- If you are using a router, trying connecting directly to 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 wireless adapter

Other Devices (IE: Router, PS3, WII, etc…)

If your device has a web-browser, you can follow the steps outlined on the account setup section and login to your existing account. The device will automatically be added to your account when you login.

If your device does not have a web-browser, you can add the device by logging in to http://kmc.korcett.com and adding the MAC address of the device to your account.
(If you are not sure where to find the MAC address of your device, contact the manufacturer for instructions)

Clearing Cookies/Cache

While in your web-browser:

Internet Explorer: *Ctrl + Shift + Delete*
Google Chrome: *Ctrl + Shift + Delete* and click *'Clear Browsing Data'*
Mozilla Firefox: *Ctrl + Shift + Delete*
Safari (Mac OS): *Cmd (⌘ or* 🍎 *) + Option (Alt or* ⌥ *) + E*

Checking for a Proxy

Windows:
1 Press *Windows Key + R*
2 Type *inetcpl.cpl* and press *Enter*
3 Go to the *Connections* tab and click *LAN Settings*
4 The only box that should be checked is '*Automatically detect settings*'

Mac OS:
1 Press *Shift (⇧) + Cmd (⌘ or* 🍎 *) + K*
2 Select your Ethernet adapter on the left, and click on '*Advanced*'
3 Select the '*Proxy*' tab and make sure none of the boxes are checked

Checking Static IP/DNS

Windows:
1 Press *Windows Key + R*
2 Type *ncpa.cpl* and press *Enter*
3 Right-click on '*Local Area Connection*' and select '*Properties*'
4 Left-Click on '*Internet Protocol Version 4 (TCP/IPv4)*' and click on the '*Properties*' button
5 The options for obtain automatically should be selected for *IP address* and *DNS server*.

Mac OS:
1 *Press Shift (⇧) + Cmd (⌘ or* 🍎 *) + K*
2 Select your Ethernet adapter on the left
3 The drop-down for '*Configure IPv4*' should be set to '*Using DHCP*'

For **24 hour support**, please call 1-800-379-3729. Please press extension 1 if this is a new problem.

If you already have a ticket number and are returning a call from a support representative, please call 1-800-379-3729 x 2 **between the hours of 8am-8pm CST**.

*****EXTREMELY IMPORTANT NOTE*****

If you have a property owned router in your apartment that belongs to your Apartment Community, please do not unplug it. Doing so will not only cause you internet connection issues but also create internet connection issues for the residents around you.

Four Vital Steps for Contacting Korcett Technical Support

1 **Korcett User Guide** - this guide has many useful troubleshooting tips that can solve the majority of internet difficulties. It is the ideal first step in overcoming internet difficulties. **Please remember that your Apartment Manager and Management Company are not equipped to help you with your internet. Please call Korcett Support for help with your internet.**

2 **Call 1-800-379-3729 extension 1 for 24/7 Support.**
   Be ready to give them:
   - Your first and last name.
   - The name of the property at which you reside.
   - Your unit number.
   - Your phone number.
   - The specific problem you are experiencing.

   Please make sure that you are in front of your computer and available to troubleshoot when you call. If your issue cannot be solved in a single call, **make sure to get your ticket number.**

   Alternatively, you may **email support@korcett.com**. You can expect a callback from a support representative within 24 hours. This email system will also send you an auto-reply with your ticket number.

3 **If your call has been escalated to another support representative, they will be calling you back within 24 hours.**

4 **If you are not available to take the call from a support representative**, it will be up to you to call back to have your issue resolved. The support representative will leave a message that will include **your ticket number.** It is important that you have your ticket number ready and that you call the same support number and choose option 2 this time. Option 2 is the option you choose if you already have a ticket number. **This representative in our ticket escalations department will be available 8 AM to 8 PM CST Monday through Friday**. If you feel your issue has not been resolved in a timely manner, please call in and ask to speak to the Support Manager.

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