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

## Resident Life With The Internet Powered By Korsett

At this point in the semester, residents all understand how to utilize the Internet Powered by Korsett. Here we wanted to send you, the property management staff, some quick tips and tricks to help you answer questions about the Internet and to make sure that if your residents are having an issue, it is addressed in a timely manner.

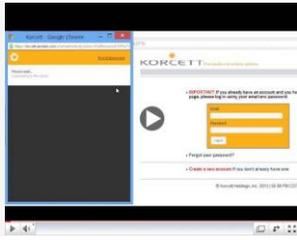
With Finals just around the corner, we want to make sure that you and your residents have all the knowledge and information to have a successful end to the Fall Semester. After reviewing the Tips and Tricks and Troubleshooting Ideas below, please let us know if you have any questions or if we can elaborate on anything.

### Resident Tips and Tricks

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.



Korcett Management Console (KMC) - Resident Overview

## Shout Outs to our AWESOME Support Team

**"Patrick was fantastic with helping me about my NAT issue. He was very patient, and took a genuine interest in my troubles - helping me for over 40 minutes. Very happy he fixed the problem."**

Rachel Spaulding (Metropolitan Apts in San Marcos, TX)

**"Great job. Jesse was extremely helpful and got the problem resolved."**

John Weaver (Hillside Ranch, San Marcos, TX)

**"Great. Very helpful, fast service!"**

Daniella Moralas (Cabana Beach, San Marcos, TX)

2.

They might need to clear their Cache, check for a Proxy, or check for a Static IP/DNS. (If they need 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.

## Korcett Support

1. If a resident needs Support have them call the Support Desk at **1-800-379-3729**
2. Remember to have them write down their Ticket number. Having the Ticket number is the best way for our Support Team to continue any troubleshooting needed. It's also the easiest way for your Account Manager to look up the resident's issue if need be.

## What's Coming Next?

Keep an eye out for our next Newsletter on December 1st. We will devote our entire Newsletter to talking about Finals and when you will be able to get a hold of the Korcett Account Management Team and the Support Team over the holidays.



Stay Tuned!

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**Have a great start to Novemeber!**