# Let's connect
## Set up guide

StudentCom

# Join the
# **student network**

If you've registered with StudentCom through the pre-arrival service, sign in using the username and password you set up (check your emails for confirmation).

If you need to create an account, simply follow our quick and easy set up guide.

### ① Step 1
### FIND OUR NETWORK

- Scan for available Wi-Fi networks and select StudentCom, or alternatively connect your device using an Ethernet cable.
- Open a browser window. You should be re-directed to a StudentCom welcome screen.
- Click GET STARTED.

### ② Step 2
### SELECT YOUR SERVICE

**Free**

- For our free broadband product, click REGISTER.
- You will automatically be re-directed to a login page.

**Upgraded**

- To purchase an upgrade, click the basket next to the product of your choice.
- Review your order and click CONTINUE.
- To redeem a voucher enter your code and click APPLY CODE.

**StudentCom**

### ③ Step 3
LOG IN OR
CREATE ACCOUNT

- If you're an existing user, log in using your username and password. If you're a new user click CREATE ACCOUNT.
- Complete all fields and choose a memorable username and password.
- Accept the Terms and Conditions by clicking I ACCEPT.

### ④ Step 4
SET UP A PAYMENT

- If the services selected require payment you will be asked to enter your payment and billing details.
- Click PAY NOW to accept Terms and Conditions.

### ⑤ Step 5
START BROWSING

- If registration has been successful a confirmation screen is displayed and you will be logged in automatically.
- You will receive an email confirming your login details.

# Time **out**

Once you have completed your registration on the StudentCom portal, you may be asked to log in if you have been disconnected from our network for a period of time.

The reason we ask you to do this is to keep your account secure and ensure that others are not using your service without permission.

For help with other technical issues, please visit **support.studentcom.co.uk**

# Do I.T Yourself

Before you get in touch, follow our three step process and see if it fixes your connectivity issues.

## ① Clear your browsing history, cookies and cache

*Chrome (Windows/Mac)*
Go to Menu > Settings > History > Clear browsing data. Select and clear everything other than passwords and form data.

*Chrome Mobile (iOS & Android)*
Go to Menu > Settings > Privacy > Clear Browsing History/Data.

*Safari (iOS)*
Go to Settings > Safari > Clear History and Website Data.

## ② Forget your Wi-Fi network

*iOS (iPhone/iPad)*
Go to Settings > Wi-Fi. Find the network name and select 'Forget this network'.

*Alternatively:*
Go to Settings > General > Reset and Reset Network Settings.

*Android*
Go to Settings > Wi-Fi. Find the network name and select 'Forget'.

*Windows 10*
Go to Windows > Settings > Network & Internet > Wi-Fi Settings > Networks. Find the network name and select 'Forget'.

*Mac*
Apple Icon > System Preferences > Network > Wi-Fi > Advanced. Find the network name and click the minus (-) icon.

## ③ Turn off the firewall

*Windows 10*
Right-click Windows icon > Control Panel > System and Security > Windows Firewall. Select 'Turn Windows Firewall on or off' and turn it off for all locations.

*Mac*
Click the Apple Icon > System Preferences > Security > Firewall. Switch the Firewall to 'off'.

## Contact us

my.studentcom.co.uk/support

StudentCom Help

@StudentComHelp

support@studentcom.co.uk

0333 123 0115