



**Glide**

# Let's connect

The easy setup guide

# Join our student network

If you've registered with Glide Student through the pre-arrival service, sign in using your username and password. If you need to create an account, simply follow our quick and easy setup guide below.



## Get the Glide Student App

You can download our App from the Apple and Google Play store. Just search for Glide Student.



## Step 1: Find our network

- Scan for available Wi-Fi networks and select **Glide**, or alternatively connect your device using an **Ethernet cable**.
- If you can't see the Glide network, please select **Glide\_2.4**. If your device displays both network names **Glide** and **Glide\_2.4** - then please continue to connect to the **Glide network** as this is optimised for your device.
- Open a browser window, such as Google Chrome or Firefox. You should be re-directed to a Glide welcome screen.
- Click **get started**.

## Step 2: Select your service

### Free:

- For our free broadband product, click **register**.
- You will automatically be re-directed to a registration page.

### Upgraded:

- If your residence has upgrade options available and you would like to purchase an upgrade, click the **basket** next to the product of your choice.
- Review your order and click **continue**.

### Got a voucher?

Click **View Basket**  
(located in the top left of the screen)

> Type in your  
**voucher code**

> Click **Apply**

## Step 3: Log in or create account

- If you're a new user purchasing an upgrade, you may be prompted to log in using a username and password in case you already have an account. If you don't, just select create account.
- Complete **all fields** and choose a memorable **username** and **password**.

## 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.

## 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 **username**.

# Do it 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: Click the Windows icon > search for 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'.

## Need a hand?

Call us on 0333 123 0115

Email us on [studentsupport@glide.co.uk](mailto:studentsupport@glide.co.uk)

Visit [my.glidestudent.co.uk/support](http://my.glidestudent.co.uk/support)

Tweet us @GlideStuHelp

