Issues registering for a Glide account?

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 > 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’.

Please note: you should disable any other firewalls enabled which would be activated via any anti-virus software you have installed on your device.

Still not working?
Visit my.glidestudent.co.uk/support for guides on how to get your device online

Need a hand?
Give us a ring on 0333 123 0115
Drop us an email on studentsupport@glide.co.uk
Give us a tweet @GlideStuHelp
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.

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 free service

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

Step 3: Login 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.

Step 4: 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.

Get the Glide Student App

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