

## 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 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'.

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

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### Still not working?

Visit [my.glidestudent.co.uk/support](https://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](mailto:studentsupport@glide.co.uk)

Give us a tweet [@GlideStuHelp](https://twitter.com/GlideStuHelp)



# Let's connect

## 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.

## 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'.

