

WHAT SHOULD I DO IF...

I NEED SOMETHING FIXED

For routine maintenance requests, please submit a request through our online Maintenance Request Portal, housing.charlotte.edu/maintenance-requests. To submit a request, you will be required to provide the following information: name, cell phone number, building and room number, as well as, a detailed explanation of what is in need of repair. Once you submit a request, you will receive an automated reply confirming receipt of your request.

For urgent maintenance requests after business hours, please contact the Loan Key Desk or RA on Duty for your area. For urgent maintenance requests during business hours (Monday through Friday, 8 a.m.-5 p.m., except University Holidays), please call Housing Facilities at **704.687.7502**. Housing Facilities staff members are on-call 24/7 for immediate concerns.

Anytime a Housing or University staff member reports to your room to conduct routine or requested repairs, they should be wearing, or escorted by someone wearing, a UNC Charlotte uniform shirt/polo and be able to provide to you their University ID.

MY CABLE TV IS OUT

To report and troubleshoot any cable television related service issues, call the Boldyn support team at **855.465.6729**. For more info on setting up your television see the Tech Set-Up Guide in this publication.

I NEED MORE INFORMATION

Detailed information on the topics listed, and much more, can be found in the Resident Handbook on the Housing website, housing.charlotte.edu/resident-handbook.

I HAVE A ROOMMATE CONFLICT

Living with roommates and neighbors isn't always easy. It is perfectly normal to have roommate or neighbor conflicts. In fact, there is a great deal to be learned from handling a difficult situation maturely, respectfully and creatively.

If you and the person(s) you are in conflict with have completed a living agreement, talked through issues on your own and are still having difficulty, the next step is to ask your Resident Advisor (RA) for help.

While RAs are trained to mediate these types of conflicts, some situations will require a number of mediations before a workable solution is found. Your Residence Education Coordinator (REC) and Graduate Hall Advisor (GHA) may also be a resource in helping to resolve conflicts.

To learn more about navigating roommate relationships, visit housing.charlotte.edu/campus-living/roommate-relationships.

I NEED TO DO LAUNDRY

Each residence hall has washers and dryers available for use at no additional cost.

Our community laundry machines utilize LaundryView technology which shows you an online 3D view of your laundry room and lets you check the status of machines without setting foot outside of your room. With LaundryView Text Alerts you can request that each machine send you a text message when your cycle is complete.

Visit: m.laundryview.com/uncc.

MY INTERNET ISN'T WORKING

For support with internet service, contact a support representative at **855.465.6729**. Be sure to call from the room where the device is that is having the issues, and have the following information ready to provide:

- Your first and last name
- Your cell phone number
- Your building and room number
- The problem you are having with the internet

Using a personal wireless router will not help with internet speed or give additional internet protection. Their use is prohibited as they may disrupt proper internet service for your hallmates.

For more information on internet use, see the Tech Set-Up Guide in this publication.

I AM HAVING ISSUES WITH MY KEY/ACCESS CARD

- Visit your Village's Loan Key Desk if:
- You lost your key or need a temporary key to your room
 - Your key's battery stopped working
 - You lost your ID after business hours/weekends
 - Your ID stopped working after business hours/weekends
 - A card reader needs to be repaired after hours/weekends

Visit the ID Office (Student Union) if:

- You have lost your ID during business hours
- Your ID stopped working during business hours

Call HRL Facilities at **704.687.7502** if:

- A card reader needs to be repaired during business hours

I WANT TO GET TO KNOW MY RA

Your RA is focused on getting to know you one on one so they can best assist you in navigating college. They will invite you to meet with them for a catch-up chat at least twice each semester. During these chats, your RA will ask you how you are doing and what support or resources they can provide you.

We hope you'll take advantage of this opportunity to talk to a peer who is very invested in your success!

I WANT TO GET INVOLVED

Apply to be a part of a residential leadership council! This select group of students will work in tandem with other residents, RECs, and RAs; gain leadership skills and enhance their personal development; and engage in their community through the coordination of social and service events.

Interested? Then be on the lookout for information in your hall or contact your RA, GHA or REC.

Did you know that just by living on campus you are automatically a member of the Resident Students Association (RSA)?

RSA, comprised of representatives from each residential community, exists to serve as the voice of residential students and supports the overall residential experience by providing opportunities for social and service focused engagement.

To get involved with RSA visit their website, resident49ers.charlotte.edu.

I WANT TO CHANGE MY ROOM

Room changes are not permitted during the first two weeks of classes each semester. The "freeze" period allows time for the arrival of students who have informed Housing and Residence Life that they will be late and for staff to verify the status of students who have not yet checked into housing. After the "freeze" period, space permitting, there may be a room change period.

After the "freeze" and the room change period ends, room changes may be processed by residents on an "as-needed" basis. During the academic year, a resident may make one room change with no financial charge.

After the first room change, each additional room change may result in a \$15.00 charge.

For more information, please see your REC, GHA or RA.

I WANT TO CANCEL MY HOUSING CONTRACT

To request cancellation of your housing contract, you must log in to the Online Housing System, open your application, and submit a Housing Cancellation Request.

Once you receive confirmation of your request to cancel your housing, then please complete the checkout process specific to your residential area.

Please take note of the cancellation deadlines and applicable financial obligations. The schedule of those dates and financial obligations is available on the housing website, housing.charlotte.edu/cancellations.

I NEED HELP

Your first point of contact is your RA, but if they aren't available, there is always someone else available. On weekdays (8 a.m.-8 p.m.), a Desk Assistant should be available in the offices of most residence halls. On weekdays (8 p.m.-8 a.m.) and 24 hours/day on weekends, the RA on Duty is accessible via the duty cell phone number posted in the lobby.

If you cannot locate a staff member in your building, please call or stop by the Village Loan Key Desk.

Police and Public Safety Officers patrol the campus and are available to respond to calls 24 hours/day. In an emergency situation affecting the safety of University residents or property, or if you are feeling unsafe, please call Police and Public Safety by dialing **704.687.2200**.

Please note: calling 911 from your cell phone will route your call to the local off campus Charlotte Mecklenburg police, delaying a response until your call is transferred to our University Police & Public Safety.

I AM MOVING OUT

- Cancel your housing (if applicable)
- Remove all of your belongings
- Restore the room to good order (sweep, remove trash, clean surfaces, return furniture to original configuration)
- Check out of your room and return your keys before leaving your residence hall
- Know that late checkouts aren't permitted and will result in additional financial charges
- Remember that withdrawing from the University doesn't automatically cancel your housing contract

TECH SET-UP GUIDE

SETTING UP CABLE TELEVISION:

What You Need

- Digital Cable Ready Television
- (Most new TVs are digital cable ready- QAM in the clear tuner- however, if your TV is not digital cable ready, you will need to purchase a cable converter box capable of receiving QAM.)
- Coaxial Cable Jumper

Get Connected

- Connect one end of the coaxial cable to the digital cable ready television
- Connect the other end to the in-room cable TV wall plate
- Access your television's setup menu
- Choose Auto Setup/Scan from the menu to search for channels. If prompted, be sure to select a menu item such as CABLE, CATV, STD or AUTO-DETECT.

Not all setups are the same. Please consult your TV's manual for proper setup of cable reception.

Stream2 App

IPTV's service Stream2 is available for on-campus residents. With Stream2, you can watch your favorite shows and sports on several of your devices, including your laptop, Smart TV (via RoKu, Apple TV, etc.) and mobile device. You can also save up to 20 hours of recordings with the included DVR feature.

You can download the Stream2 app from the Apple App or Google Play stores or go to webplayer.mystream2.com. This service comes with the Campus Life Channel, a collection of student-and faculty-created content to keep you informed about campus happenings. Download instructions can be found at mycampusvideo.com/support.

Cable TV Support

If you need any help registering or connecting your devices, an Boldyn support representative is available 24 hours a day to assist you.

- Call Boldyn support at **855-465-6729**
- Email support.hed@boldyn.com
- Chat live at <https://mycampusvideo.com/support>

SETTING UP INTERNET/WIFI

Get Connected

Once you've arrived on campus, follow these steps to get connected:

Computer

1. If you have connectivity, go to <https://charlotte.hed.boldyn.com> to reach the portal.
2. If you do not have connectivity, connect to "MyResNet Start Here" from your available wireless networks.
3. Open a browser to access the portal.
4. Once you have your account set-up, please forget "MyResNet Start Here" from your list of wireless networks.
5. Select "MyResNet-5G" from your list of wireless networks and enter your password.

Mobile

1. Click "Sign in" and enter your NinerNET username and password.
2. From the popup alert, copy your personalized Wi-Fi passkey.
3. Choose MyResNet-5G from your list of available Wi-Fi networks and enter or paste your passkey. Please do NOT share your personalized Wi-Fi passkey with others.

Note: You can log back into portal and change your password at any time. Click on "show wi-fi password" under Add Devices Tab.

Connect All Your Devices

1. Navigate to the wireless settings on each device.
2. Connect to MyResNet-5G.
3. Enter your Wi-Fi passkey when prompted to connect.
4. Enable the "auto-join" feature.

Internet Support

If you need any help, a support representative is available 24 hours a day to assist you:

- Call MyResNet support at **855-465-6729**
- Email support.hed@boldyn.com
- Chat live at <https://charlotte.hed.boldyn.com>

SAFETY

SAFETY IS A PRIORITY

Download the LiveSafe mobile safety app (available on iPhone or Android devices). In order to utilize all of the features in the app, be sure that your phone's setting allow for push notifications and full GPS location sharing. Once you have installed the app, simply create a free account and select UNC Charlotte as your institution of choice to begin utilizing all of the services that the app has to offer.

- Some of the features available in the app include:
- The ability to call or have a text conversation with the University Police & Public Safety (24 hours a day, 7 days a week).
 - The ability to anonymously report tips with pictures or videos to the University Police & Public Safety.
 - The ability to track the location of campus shuttles operated by Parking and Transportation Services (PaTS).
 - The ability to conduct a virtual "safe-walk" that allows selected contacts in your phone to temporarily track your movements while you walk to your destination.
 - A full list of all campus buildings with GPS assistance that will guide you to the building you are attempting to locate.

I WANT TO REPORT AN INCIDENT

You can report an incident to your RA, REC or GHA in person, online at incidentreport.charlotte.edu or by calling University Police and Public Safety at **704.687.2200**. We recommend you talk with your RA to help you determine which reporting mechanism is the most appropriate.

SEE. THINK. ACT.

Help prevent harmful situations. As members of a caring community, we each have a role to play in preventing and interrupting risky situations before it is too late.

Doing the right thing requires knowledge of what might be the right action and a willingness to step up and safely intervene when you see something is wrong. Bystanders can make a difference in reducing unhealthy and harmful behaviors; if you think you see something that looks wrong or is potentially risky: See. Think. Act.

CHANNEL GUIDE

Our cable television provider, Boldyn, offers on-campus residents more than 100 channels of digital TV. You can also download the Stream2 app to watch your favorite shows and sports on several of your devices, including your laptop, Smart TV (via RoKu, Amazon Fire TV Stick, Apple TV) and mobile device.

WBTB-DT	3.1	AXS TV HD	
WBTB-DT2	3.2	CMT HD	47.1
Residence Life Channel HD	4.1	Motor Trend Network HD	47.2
WSOC-DT	9.1	The Weather Channel HD	48.1
WSOC-DT2	9.2	Local Origination	48.2
Showtime (East) HD	10.1	OWN HD	49.1
Showtime Extreme	10.2	Oxygen	50.1
The Movie Channel (East) HD1	11.1	Bravo HD	50.2
FLIX	11.2	HGTV HD	51.1
Starz Encore (East) HD	12.1	Food Network HD	51.2
Starz Encore Action	12.2	Cooking Channel HD	52.1
Starz Encore Black	13.1	Syfy Channel HD	52.2
Starz Encore Classic	13.2	BBC America HD	53.1
WCCB-DT	18.1	Travel Channel HD	53.2
WCCB-DT2	18.2	TLC HD	54.1
WCCB-DT3	18.3	National Geographic HD	54.2
ESPN HD	31.1	Discovery Channel HD	55.1
ESPN2 HD	31.2	History Channel HD	55.2
ESPNNews HD	32.1	HLN HD	56.1
ESPN HD	32.2	CNN HD	56.2
Fox Sports 1 HD	33.1	MSNBC HD	57.1
Fox Sports 2 HD	33.2	Fox News Channel HD	57.2
ACC Network HD	34.1	Fox Business Network HD	58.1
ID HD	34.2	CNBC HD	58.2
CBS Sports Network HD	35.1	Bloomberg Television HD	59.1
Golf Channel HD	35.2	HITN TV	59.2
WCNC-DT	36.1	ION	60.1
WCNC-DT2	36.2	TBN	60.2
WCNC-DT3	36.3	Christian Television Network	61.1
WCNC-DT4	36.4	CSPAN1	61.2
NFL Network HD	37.1	Free Speech	62.1
NBA TV HD	37.2	TV Land	63.1
NHL Network HD	38.1	Animal Planet HD	64.1
MLB Network HD	38.2	E! Entertainment HD	64.2
TBS HD	39.1	Comedy Central HD	65.1
TNT HD	39.2	Cartoon Network HD	65.2
A&E HD	40.1	Disney XD	66.1
USA Network HD	40.2	Disney Channel HD	66.2
BET HD	41.1	Disney Jr.	67.1
TruTV HD	41.2	Nickelodeon HD	67.2
WTVI-DT	42.1	Nicktoons	68.1
WTVI-DT2	42.2	TeenNick	68.2
FX HD	43.1	Nick Jr.	69.1
FX HD	43.2	Freeform HD	69.2
MTV HD	44.1	POP HD	70.1
MTV2	44.2	Hallmark Channel HD	70.2
VH1 HD	45.1	Hallmark Movies and Mysteries HD	71.1
Fuse HD	45.2	Paramount Network HD	71.2
WJZY-DT	46.1	ReelzChannel HD	72.1
WJZY-DT3	46.3	IFC HD	72.2
WJZY-DT4	46.4	AMC HD	73.1
WJZY-DT5	46.5	Lifetime HD	73.2
WJZY-DT6	46.6	WE tv HD	74.1
WJZY-DT7	46.7		74.2

CABLE TV SUPPORT

To report or troubleshoot any cable television related service issues, call the Boldyn support team at **855.465.6729**.

IMPORTANT CONTACTS

URGENT REPAIR REQUESTS 704.687.7502

Immediate concerns that require a response after business hours (such as a water leak) should be directed to the Loan Key Desk for your area:

Belk Hall 704.687.5576
Martin Hall 704.687.6131
Wilson Hall 704.687.5461

ROUTINE REPAIR REQUESTS

To submit a routine maintenance request, visit: housing.charlotte.edu/maintenance-requests

INTERNET/WIFI SUPPORT 855.465.6729

You can also contact a support representative at: support.hed@boldyn.com

CABLE TV SUPPORT 855.465.6729

You can also contact a support representative at: support.hed@boldyn.com

EMERGENCY 704.687.2200

Call University Police and Public Safety

CAMPUS RESOURCES

49er Card/ID Office 704.687.7337
Counseling Center 704.687.0311
Dean of Students 704.687.0345
Disability Services 704.687.0040
Housing & Residence Life 704.687.7501
International Programs 704.687.7155
Mail Center 704.687.0383
Niner Central (Financial Aid) 704.687.8622
Niner Paratransit 704.687.0040
Parking Services 704.687.0161
Police & Public Safety 704.687.2200
Student Health 704.687.7400

DID YOU KNOW?

LOAN KEY DESKS ARE OPEN 7 DAYS A WEEK

- Loan Key Desks are open 7 days a week with a limited closure from 6:30-8 a.m. each day. If you are locked out during this closure, call your hall's RA on Duty phone to be let into your room
- Visit the your specific community desk during operating hours if you are locked out of your room
- Visit the Village Loan Key Desk for a temporary key if you are locked out of your room
- There is a \$5 loan key/lockout charge
- It is recommended that you return the loan key immediately after use but it is due back within 24-hours. If you do not return it within the stated time frame given during issuance of the loan key, you will be charged for a lock change (Bedroom Key \$30.00 & Unit Key \$115.00) and possible overtime fees. *Note: you must present your permanent key when returning the loan key*

If you live in:

- **Belk, Lynch, Miltimore, or Wallis**, get your loan key at the Belk Hall loan key desk, **704.687.5576**.
- **Cedar, Elm, Greek Village, Hickory, Maple, Martin, Oak, Pine, or Witherspoon**, get your loan key at the Martin Hall loan key desk, **704.687.6131**
- **Holshouser, Hunt, Laurel, Levine, Scott, or Wilson**, get your loan key at the Wilson Hall loan key desk, **704.687.5461**

THERE ARE ID & KEY POLICIES

You are responsible for your UNC Charlotte ID throughout your enrollment at the University. A valid ID carries with it certain privileges, such as use of the library and admittance to various activities. IDs are coded with information which allows printing, vending and access to dining halls if you have a meal plan.

For security reasons, your ID and keys are for your use only and must not be given to others except when requested by a University official. Violators of the ID and Key policies jeopardize the security of other residents and are subject to Student Conduct and/or legal action. Students are required to carry their ID at all time, and at no time should you loan your ID or keys to anyone to use in your absence.

NEVER COVER THE SMOKE DETECTOR

Tampering with or covering a smoke detector, fire alarm or any fire equipment could result in your removal from campus housing. Causing a false alarm can add a \$500 charge and/or six months in jail.

RESIDENCE HALLS HAVE QUIET HOURS

- On Sunday-Thursday nights quiet hours are between 9 p.m.-8 a.m.
- On Friday and Saturday nights quiet hours are between 12-8 a.m.
- Courtesy hours are in effect 24/7
- Courtesy hours allow students to study or sleep in their room

If you have talked to the person(s) causing too much noise and were not successful in lowering the noise level, please contact a staff member for help.

THERE ARE VISITATION POLICIES

Residents must meet guest(s) at the entrance of their buildings and then escort the guest at all times while visiting. Residents are responsible for the conduct and behavior of their guest(s), including informing guests of all pertinent residence hall policies and procedures.

It is important that roommates be courteous to one another when having guest(s) and be sensitive to their roommate(s)' primary rights to sleep, study and privacy. **Having visitors is a privilege that requires the prior consent of roommate(s).** Unresolved visitation issues among roommates may result in the loss of the privileges for all residents of a room. As such, guests should visit only with the approval of all roommates within the unit.

WINDOWS CAN BE DANGEROUS

Walking or sitting on window ledges, putting objects on your window ledge or throwing/dropping things out of the window could result in your removal from campus housing.

Leaving or entering the residence hall through the window/balcony or intentionally passing any part of your body out of the window may also result in your removal from campus housing.

THERE IS A PROHIBITED ITEMS LIST

You can find this list on our website, housing.charlotte.edu/prohibited-items.

Detailed information on the topics listed, and much more, can be found in the Resident Handbook on the Housing website, housing.charlotte.edu/resident-handbook.

IMPORTANT DATES

FALL 2025

AUG 6 1st Payment Due Date/ Cancellation for non- payment	AUG 18 First day of classes	AUG 25 Last day to add, drop a course with no grade	AUG 26 Second Cancellation for nonpayment	OCT 1-3 Fall Health and Safety Inspections
OCT 9-10 Fall Break	OCT 16 Last day to withdraw from courses	OCT 27 Registration for Spring 2026 begins	NOV 26-29 Thanksgiving Break	DEC 2 Last day of classes
DEC 3 1st Payment Due Date/ Cancellation for non- payment for Spring	DEC 12 Checkout (for those not attending Spring 2025)	DEC 12-13 Commencement	DEC 24-31 Winter Break	

SPRING 2026

JAN 1 New Year's Day - University Closed	JAN 9-10 New Spring Resident Check In	JAN 12 First day of classes	JAN 20 Last day to add, drop with no grade	JAN 21 Payment Due Date/2nd Cancellation for non- payment
FEB Off-Campus Housing & Resource Fair	FEB 18-20 Spring Health and Safety Inspections	MAR 9-14 Spring Break	MAR 16 Last day to withdraw from courses	APR 10-11 Refresh Weekend
APR 29 Last day of classes	MAY 8 Halls close for Summer Break at 12 p.m.	MAY 8-9 Commencement		

The mission of Housing and Residence Life is to create communities in partnership with residential students that are welcoming, safe, well-maintained and intentionally developed to facilitate their academic, personal, and professional growth.

SOCIAL MEDIA: [f](#) [t](#) [i](#) [v](#) @CLT_HRL

HOUSING.CHARLOTTE.EDU | 704-687-7501 | HRLMAILBOX@CHARLOTTE.EDU

CHARLOTTE
HOUSING AND
RESIDENCE LIFE

LIVE ON.

LIVE ON.
THE GROUNDS FOR A BRIGHTER FUTURE