

# 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](https://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 Apogee 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](https://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](https://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](https://m.laundryview.com/uncc).

## MY INTERNET ISN'T WORKING

For support with internet service, contact the Apogee ResNet support team 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 locked yourself out of 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 once 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 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](https://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 into your housing account to 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](https://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 (12-8 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 your area 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](https://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](https://mycampusvideo.com/support).

### Cable TV Support

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

- Call Apogee support at **855-465-6729**
- Email [support@apogee.us](mailto:support@apogee.us)
- Chat live at <https://mycampusvideo.com/support>

## SETTING UP INTERNET/WIFI

### Creating an Account

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

1. Visit <https://charlotte.apogee.us>.
  2. Click "Sign in" using your Charlotte University .edu credentials and create account.
  3. From the popup alert, copy your personalized Wi-Fi passkey.
  4. Choose "MyResNet-5G" from your list of available Wi-Fi networks and enter or paste your passkey.
- Note: You can log back into the portal and change your password at any time. Click on "show wi-fi password" under Add Device Tab.

NOTE: If your device does not have any connectivity, when connecting for the first time go to your wireless settings and connect to "MyResNet Start Here". This will automatically take you to the online portal [charlotte.apogee.us](https://charlotte.apogee.us) where you can sign in with your University Credentials.

### Connect to The Network

1. Navigate to the wireless settings on each device.
2. Connect to MyResNet-5G (you can connect to MyResNet2G if your device is not 5G compatible).
3. Enter your Wi-Fi passkey when prompted to connect.
4. Enable the "auto-join" feature.
5. If you connected originally via the "MyResNet Start Here" network, go to your Wi-Fi settings and choose to forget the "MyResNet Start Here" network..

### Internet Support

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

- Call MyResNet support at **855-465-6729**
- Email [support@apogee.us](mailto:support@apogee.us)
- Chat live at <https://charlotte.apogee.us>

# 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](https://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, Apogee, 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.

WBTV-DT	3.1	CMT	47.2
WBTV-DT2	3.2	Motor Trend Network	48.1
Residence Life Channel	4.1	The Weather Channel	48.2
WSOC-DT	9.1	Local Origination	49.1
WSOC-DT2	9.2	OWN	50.1
Showtime (East)	10.1	Oxygen	50.2
Showtime Extreme	10.2	Bravo	51.1
The Movie Channel (East)	11.1	HGTV	51.2
FLIX	11.2	Food Network	52.1
Starz Encore (East)	12.1	Cooking Channel	52.2
Starz Encore Action	12.2	Syfy Channel	53.1
Starz Encore Black	13.1	BBC America	53.2
Starz Encore Classic	13.2	Travel Channel	54.1
WCCB-DT	18.1	TLC	54.2
WCCB-DT2	18.2	National Geographic	55.1
WCCB-DT3	18.3	Discovery Channel	55.2
ESPN	31.1	History Channel	56.1
ESPN2	31.2	HLN	56.2
ESPNNews	32.1	CNN	57.1
ESPNU	32.2	MSNBC	57.2
Fox Sports 1	33.1	Fox News Channel	58.1
Fox Sports 2	33.2	Fox Business Network	58.2
ACC Network	34.1	CNBC	59.1
ID	34.2	Bloomberg Television	59.2
CBS Sports Network	35.1	HITN TV	60.1
Golf Channel	35.2	ION	60.2
WCNC-DT	36.1	TBN	61.1
WCNC-DT2	36.2	Christian Television Network	61.2
WCNC-DT3	36.3	CSPAN1	62.1
WCNC-DT4	36.4	Link TV	62.2
NFL Network	37.1	Free Speech	63.1
NBA TV	37.2	Pursuit Channel	63.2
NHL Network	38.1	TV Land	64.1
MLB Network	38.2	Animal Planet	64.2
TBS	39.1	E! Entertainment	65.1
TNT	39.2	Comedy Central	65.2
A&E	40.1	Cartoon Network	66.1
USA Network	40.2	Disney XD	66.2
BET	41.1	Disney Channel	67.1
TruTV	41.2	Disney Jr.	67.2
IWTVI-DT	42.1	Nickelodeon	68.1
IWTVI-DT2	42.2	Nicktoons	68.2
FX	43.1	TeenNick	69.1
FX2	43.2	Nick Jr.	69.2
MTV	44.1	Freeform	70.1
MTV2	44.2	POP	70.2
VH1	45.1	Hallmark Channel	71.1
Fuse	45.2	Hallmark Movies & Mysteries	71.2
WJZY-DT	46.1	Paramount Network	72.1
WJZY-DT3	46.3	ReelzChannel	72.2
WJZY-DT4	46.4	IFC	73.1
WJZY-DT5	46.5	AMC	73.2
WJZY-DT6	46.6	Lifetime	74.1
WJZY-DT7	46.7	WE tv	74.2
AXS TV	47.1		

## CABLE TV SUPPORT

To report or troubleshoot any cable television related service issues, call the Apogee 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  
 Hunt Hall ..... 704.687.5399  
 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](https://housing.charlotte.edu/maintenance-requests)

INTERNET/WIFI SUPPORT ..... 855.465.6729

You can also contact the Apogee-MyResNet support team at: [support@apogee.com](mailto:support@apogee.com)

CABLE TV SUPPORT ..... 855.465.6729

To report and troubleshoot any cable television related service issues, call the Apogee support team

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 your loan key desk for a temporary key if you are locked out of your room
- There is a \$5 loan key/lockout charge
- You must return the loan key immediately after use. 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 and possible overtime fees. Note: you must present your permanent key when returning the loan key

If you live in:

- **Holshouser, Hunt, Laurel or Scott**, get your loan key at the Hunt Hall loan key desk, **704.687.5399**
- **Levine or Wilson**, get your loan key at the Wilson Hall loan key desk, **704.687.5461**
- **Cedar, Elm, Greek Village, Hawthorn, Hickory, Martin, Oak or Pine**, get your loan key at the Martin Hall loan key desk, **704.687.6131**
- **Belk, Lynch, Miltimore, Wallis or Witherspoon**, get your loan key at the Belk Hall loan key desk, **704.687.5576**.

## 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](https://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](https://housing.charlotte.edu/resident-handbook).

# IMPORTANT DATES

## FALL 2024

<b>AUG 7</b> 1st Payment Due Date/ Cancellation for non-payment	<b>AUG 19</b> First day of classes	<b>AUG 21-28</b> Fall Health and Safety Inspections	<b>AUG 26</b> Last day to add, drop a course with no grade	<b>AUG 27</b> 2nd Payment Due Date/2nd Cancellation for non-payment
<b>OCT 14-15</b> Fall Break	<b>OCT 17</b> Last day to withdraw from courses	<b>OCT 28</b> Registration for Spring 2025 begins	<b>NOV 27-30</b> Thanksgiving Break	<b>DEC 4</b> Last day of classes
<b>DEC 4</b> 1st Payment Due Date/ Cancellation for non-payment for Spring	<b>DEC 13</b> Checkout (for those not attending Spring 2025)	<b>DEC 13-14</b> Commencement	<b>DEC 23-31</b> Winter Break	

## SPRING 2025

<b>JAN 1</b> New Year's Day - University Closed	<b>JAN 5</b> New Spring Resident Check In	<b>JAN 13</b> First day of classes	<b>JAN 15-23</b> Spring Health and Safety Inspections	<b>JAN 21</b> Last day to add, drop with no grade
<b>JAN 22</b> 2nd Payment Due Date/2nd Cancellation for non-payment	<b>JAN 28</b> Off-Campus Housing & Resource Fair	<b>MAR 3-8</b> Spring Break	<b>APR 4-5</b> Refresh Weekend	<b>APR 30</b> Last day of classes
<b>MAY 9</b> Halls close for Summer Break at 12 p.m.	<b>MAY 9-10</b> Commencement			

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

# HOUSING 101

## 2024 - 2025



**LIVE ON.**  
 THE GROUNDS FOR A BRIGHTER FUTURE