

# Halls of residence internet support

# HORNET

CONNECTING MANCHESTER STUDENTS

Our team of Hornet representatives in University halls of residence can help you with questions, problems and general advice about internet access in your room.

The Hornet website also contains lots of useful information to help you with internet connectivity.

Report an issue, ask a question or find out more by visiting our website.

Information overleaf...

# Getting in touch

If you report an issue, the Hornet Team will contact you within two days and aim to resolve all problems within seven days.

You can report a problem by using the Hornet Portal from any web browser:

**[www.manchester.ac.uk/hornet](http://www.manchester.ac.uk/hornet)**

You can check the progress of your job at any time using the Hornet Portal.

Once you have reported a problem, you will be contacted by a Hornet Rep for your Hall. Ensure you let them know your availability, and check your e-mail on a regular basis. Please remember to provide a detailed description of your problem.