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 service

Free:

- For our free broadband product, click **register**.

- You will automatically be re-directed to a login page.

Upgraded:

- If your residence has upgrade options available and you would like to purchase an upgrade, click the basket next to the product of your choice.

- Review your order and click **continue**.

Got a voucher?

Click **View Basket** (located in the top left of the screen)

> Type in your voucher code

> Click **Apply**

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: Setup a payment

- If the services selected require payment you will be asked to enter your payment and billing details.

- Click **pay now** to accept terms and conditions.

Step 5: 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'.

Download on the **App Store**

GET IT ON **Google Play**

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.

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**

Let's connect

Setup guide

Glide
Student