Glide

Let's connect

The easy 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.

Get the Glide Student App

You can download our App from the Apple and Google Play store. Just search for Glide Student.

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 registration 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: Log in or create account

- If you're a new user purchasing an upgrade, you may be prompted to log in using a username and password in case you already have an account. If you don't, just select create account.

- Complete **all fields** and choose a memorable **username** and **password**.

Step 4: Set up 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**.

Do it yourself

Before you get in touch, follow our three step process and see if it fixes your connectivity issues.

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'.

Need a hand?

Call us on 0333 123 0115
Email us on studentsupport@glide.co.uk
Visit my.glidestudent.co.uk/support
Tweet us @GlideStuHelp

Glide