



# Let's connect

Setup guide



**Glide**  
Residential

# Join our network

If you've registered with Glide through the pre-arrival service, sign in using the username and password you set up.

If you need to create an account, simply follow our quick and easy set up guide.

## Step 1: Find our network

- Scan for available Wi-Fi networks and select **Glide** or the SSID on the Wi-Fi router that has been supplied to you.
- Or alternatively connect your device using an Ethernet cable.
- Open a browser window - such as Google Chrome or Firefox. You should be re-directed to a 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 the **create account** 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.
- Click **proceed to checkout**.
- Review your basket and click **continue**.
- If you're an existing user, log in using your username and password. If you're a new user click **create account**

## Step 3: Create account

- Complete all fields and choose a memorable username and password.
- Click **register** (By clicking **register** you are accepting our Terms & Conditions)

## 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 4: 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?

Give us a bell on 0333 123 1190

Wing us an email on [residentialsupport@glide.co.uk](mailto:residentialsupport@glide.co.uk)

Visit [my.glideresidential.co.uk/support](http://my.glideresidential.co.uk/support)

Give us a tweet @GlideResidentialHelp



Business



Student



Residential