

# MOVE-IN GUIDE

UCF HOUSING AND RESIDENCE LIFE

*Go Knights!  
Charge on!*

UCF HOUSING AND RESIDENCE LIFE



# WELCOME TO NEPTUNE

Welcome to Neptune! We are so excited to have you. Neptune is the anchor of what we refer to as Academic Village – the (mostly) Freshman corner that consists of Neptune, Nike, and Hercules. Keep an eye out for all the events that will take place in the Academic Village Courtyard. You are steps away from the Recreation and Wellness Center, and just across the street from Ferrell Commons, where the 63 South Dining Hall is located. Enjoy getting to know your new home away from home!

## FOLLOW US!



@UCFHOUSING

## CONTACT INFORMATION

**Community Office & RA on Call:**  
407-885-0516

**Residence Life Coordinator,**  
Tim Duguay  
Tim.Duguay@ucf.edu

**Graduate Coordinator,**  
Gemanika Noizy  
Gemanika.Noizy@ucf.edu

**Mailing Address:**  
Student Name  
Academic Village  
3700 Libra Dr, #16XXXX  
Orlando, FL 32816





# NEPTUNE COMMUNITY



Move-in Check-in Stations



Programming Center



Laundry/Restroom



Unloading Zone



Long Term Parking



Neptune Residence Halls



Mail Center



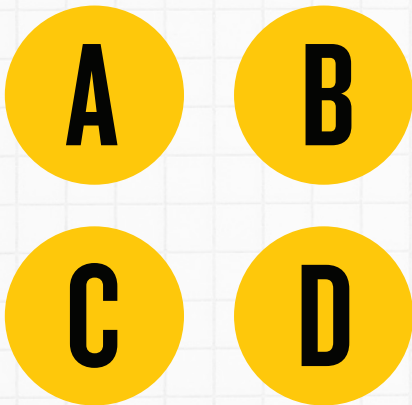
Move-in Event Zone



Public Restrooms



# NEPTUNE PRIVATE SUITE



## EXAMPLE

158-501A BEDROOM A

158-501B BEDROOM B

158-501C BEDROOM C

158-501D BEDROOM D

*Bldg. Room Bed*

You are assigned a specific bedroom. Be sure you are moving into the correct room to **avoid charges to your account** upon check-out! If you have questions, please call the community office.

*\*These letters can be found on your key packet. These will be the last digit after the letter.*



# DESK HOURS & SERVICES

***Our staff is available to you 24/7.***

Your community office is your go-to when looking for resources. You can always go to your community office whenever you need help or have questions. In the office, you'll find your community coordinator, or their office staff, who can help you with:

- Lockouts from your room
- Questions about moving in or out
- Help with submitting a work order



## KEYS & COMMUNITY ACCESS

***Your UCF ID is your room key*** – always keep it safe and with you!  
***Each bedroom is secured with a separate hard key for added privacy.***

Community access is restricted to those who live in the building. Do not hold doors open for other students – though the Knight Way is to always be a good neighbor, each resident is responsible for their own access to the building to keep us all as safe as possible.



# MAIL & DELIVERIES

- You can request a P.O. box from Mail Services and receive a mail key- this key must be returned at the end of the year.
- You will receive an email when your packages are ready for pick up. Please do not come to the mail center prior to receiving that email!
- Each community is assigned a mail center. Residents of that community will not be able to pick up their packages at any other mail center.
- Grocery deliveries such as Hello Fresh are accepted by our mail centers when delivered through a traditional package carrier (USPS, FedEx, UPS, DHL, etc.)



## Mail Key Drop

(Room keys MUST be returned to you)

- Mail key must be in an envelope include your:
  - Full Name
  - PO Box #
  - Key Code (the # engraved)
- Seal envelope and drop in the slot in the top.

*You can use the original envelope if you wish.*

Food deliveries like Uber Eats or Door Dash are **NOT** accepted at our mail centers or community office front desks. Students **MUST** meet the delivery driver outside of the residence hall to receive their order, such as the nearest parking lot.

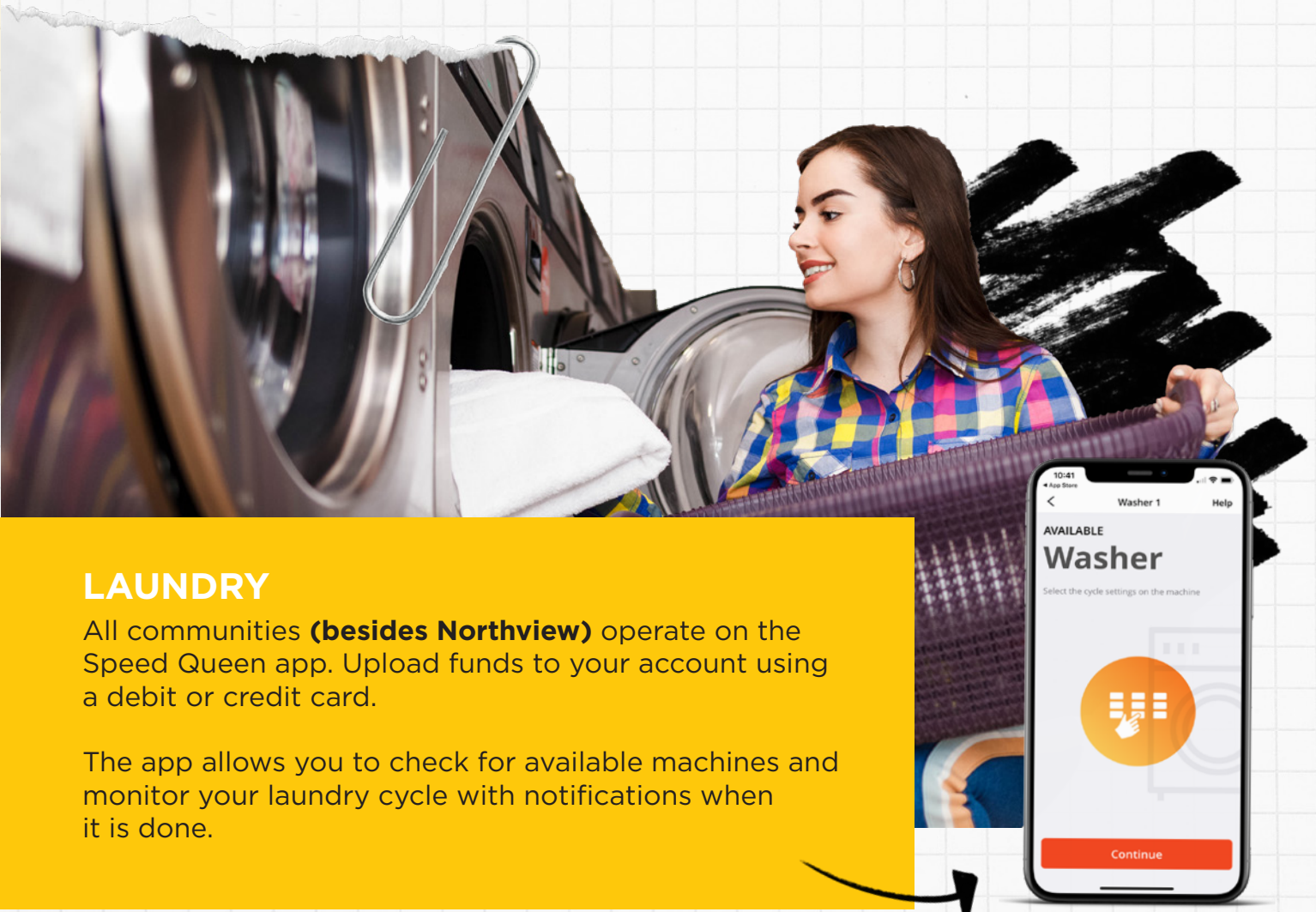


# ON-CAMPUS WIFI & INTERNET

Wifi is available to all students in all residence halls. Log into the wifi using your UCF NID (ex. Kn123456) and your password.

To connect to internet using a standard ethernet cable:

1. Securely plug one end of the ethernet cable into the ethernet port on your device and the other end into the orange data jack on the wall.
2. Open your web browser and enter the ResNet website.
3. Once on the website, click on the Registration link and follow the steps to register for ResNet service.
4. If you experience any problems with your ResNet registration or service, you may submit a work ticket on the UCFIT website, or you may contact the Service Desk at 407.823.5117, Monday through Friday 8 AM to 5 PM or by email at [itsupport@ucf.edu](mailto:itsupport@ucf.edu).



## LAUNDRY

All communities (**besides Northview**) operate on the Speed Queen app. Upload funds to your account using a debit or credit card.

The app allows you to check for available machines and monitor your laundry cycle with notifications when it is done.

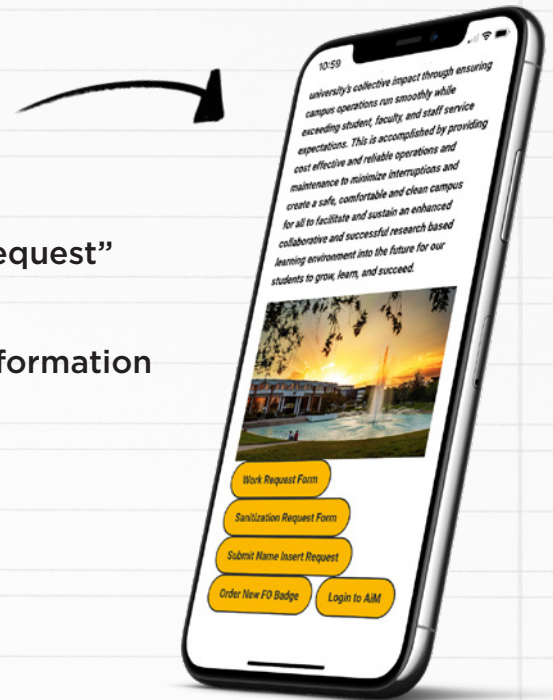
# SUBMITTING A WORK REQUEST

- 1 Visit **fo.ucf.edu**, click “Work Request Form”
- 2 Log into your account, click “Submit a Work Request”
- 3 Click “Next” if not an emergency, enter your information

- 4 Enter Location Info

- ☐ Site = UCF Main or Rosen
- ☐ Building
- ☐ Floor
- ☐ Room #
- ☐ Enter description (include room # if none was available in location during step 4)
- ☐ Skip financial info (it is not required)

- 5 Review and Submit



EMERGENCY?

Call 407-823-5223

Scan the QR code to submit a request



# MAINTENANCE 101

## Top 5 maintenance tips

**1.**

Leave thermostat in AUTO. Placing the system to ON will create air quality issues.

**2.**

Make sure you submit a work order for all issues. Do not rely on roommates or RA.

**3.**

Bring cleaning supplies to maintain a healthy space. Clean the toilet, shower & sink weekly for best results

**4.**

If you experience a water event, flooding, leaks, etc. quickly pick up your belongings and put them on a higher surface such as your bed.

**5.**

For maintenance best practices, refer to the Community Living Guide section "Your Room, Your Rights, Your Facilities."

# WHO TO CALL AND WHEN

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## **RA on Call/Community Office**

Call the RA on Call/Community Office when you're locked out, have time sensitive questions or concerns, or if there is an urgent issue. This number is answered 24 hours a day, 7 days a week if you need anything. You can find this number on the first page of this guide. If you have an emergency, call 911.

## **Your RA**

Your RAs are here to help you when they can, but remember, they are also UCF Students. If you have general questions that are not time sensitive, feel free to ask your RA. You should always call the Community Office number if there is an elevated issue, or if it's late at night.

## **Work Control**

You can submit work request online, but if there is a more urgent maintenance concern, you should call the number below. Examples include when there is a severe leak in your room, if your electricity goes out, or if an elevator isn't working properly.

**407-823-5223**

## **UCF IT**

For questions about the WiFi, how to set up a smart TV, and anything related to technology, you should contact UCF IT. You can submit tickets online by visiting [it.ucf.edu](http://it.ucf.edu).

**407-823-5117**

## **UCF PD**

The UCF Police Department patrols and operates 24 hours a day, 7 days a week. Contact them anytime. In an emergency, dial 911.

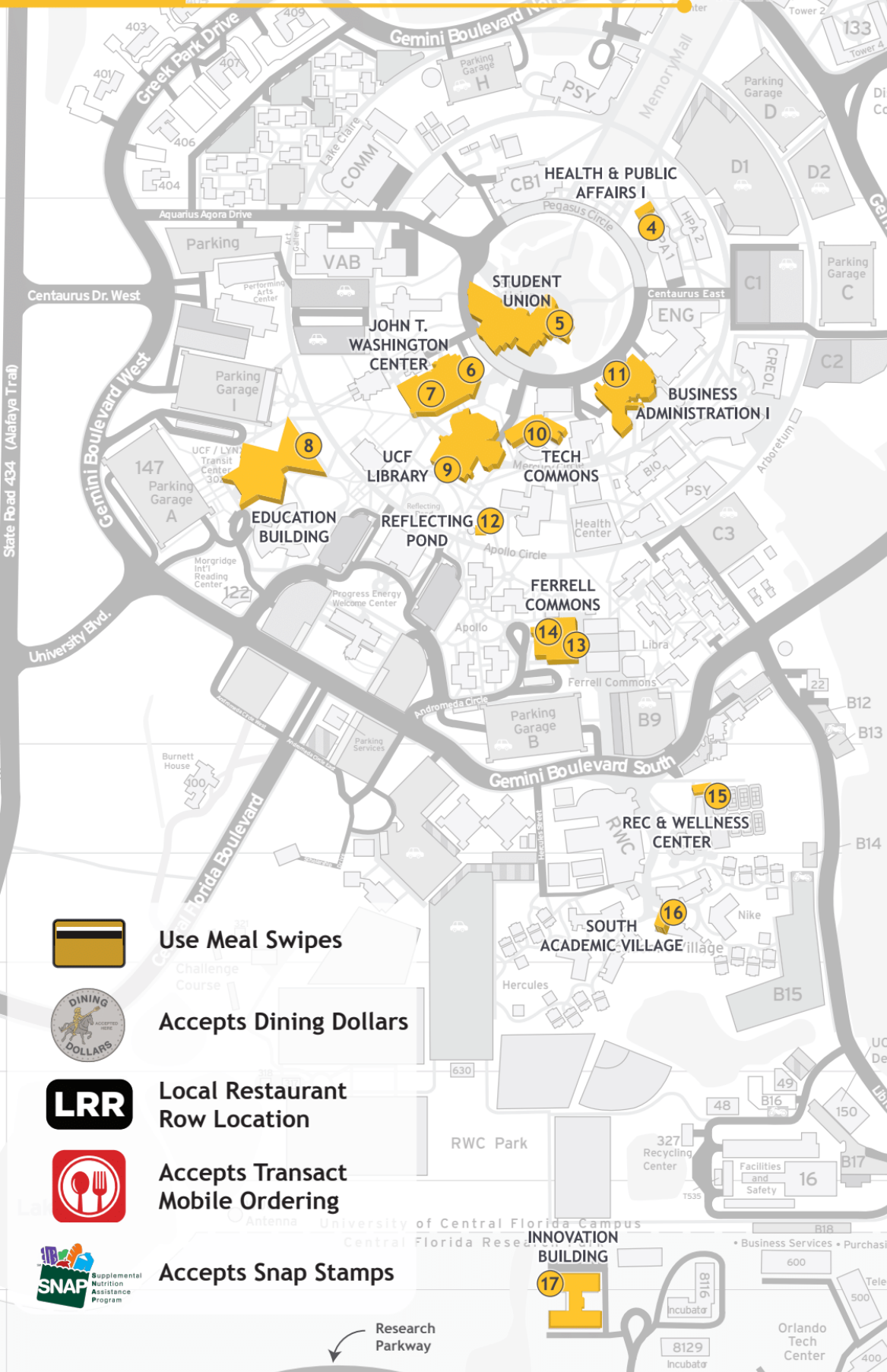
**Non-emergency line: 407-823-5555**





eating  
made  
easy

# CAMPUS DINING MAP



Use Meal Swipes



Accepts Dining Dollars



Local Restaurant  
Row Location



Accepts Transact  
Mobile Ordering



Accepts Snap Stamps



Dining Services



CONNECT WITH US  
@UCFDINING

## KNIGHT'S PLAZA

- 1 KNIGHTRO'S
- 2 JIMMY JOHN'S
- 3 KNIGHTSTOP A.V.

## HEALTH & PUBLIC AFFAIRS I

- 4 STARBUCKS

## STUDENT UNION

- 5 WHICH WICH
- HUEY MAGOO'S
- PANDA EXPRESS
- QDOBA
- STARBUCKS
- HALAL SHACK
- KNIGHTSTOP
- KNIGHTCADE
- BENTO SUSHI

## JOHN T. WASHINGTON CENTER

- 6 CHICK-FIL-A
- 7 KNIGHTS ON THE GO

## EDUCATION BUILDING

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## UCF LIBRARY

- 9 BARNIE'S COFFEE

## TECH COMMONS

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## BUSINESS ADMINISTRATION I

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## REC & WELLNESS CENTER

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## SOUTH ACADEMIC VILLAGE

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## INNOVATION BUILDING

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# LOCAL GUIDE

Whether you're on or off campus there is always a place for your needs. Everything here is a short walk, bike or car ride away!

## GENERAL

Target  
Walmart  
Big Lots  
Dollar Tree  
Dollar General

## FOOD

BurgerFi  
Mac & Stacks  
Noodles & Company  
Bento Asian Kitchen + Sushi  
Habaneros  
4 Rivers Smokehouse  
Lazy Moon  
Huey Magoo's  
Tijuana Flats  
Domu Ramen  
Just Salad  
Fresh Kitchen  
Tin & Taco  
King Bao  
Night Owl Cookies  
White Rabbit Dessert

## SHOPPING/ CLOTHING

Old Navy  
Famous Footwear  
T.J. Maxx  
Sephora  
Ulta  
Office Depot  
Michaels Crafts  
JOANN

## GROCERY

Publix  
Winn-Dixie  
ALDI  
Walmart Neighborhood Market  
Sprouts Farmers Market  
BJ's Wholesale Club  
Indian Market  
Eastside Asian Market  
Fancy Fruit and Produce

## TECH

Best Buy  
T-Mobile  
Verizon  
AT&T Store  
Target Electronic  
Walmart Electronic  
GameStop

## FURNITURE

Ashley  
Mattress Firm  
Rooms-To-Go  
La-Z-Boy  
At Home  
Hudson's Furniture

## HEALTH/FITNESS

LA Fitness  
Planet Fitness  
YouFit  
24 Hour Fitness  
Iron Body Fit  
GNC  
Vitamin Shoppe  
Max Muscle

## BANK SERVICES

Bank of America  
Fairwinds Credit Union  
Wells Fargo  
TD Bank  
Chase Bank  
Regions Bank  
Trustco Bank  
VyStar Credit Union

## POSTAL SERVICES

USPS  
FedEx Print & Ship Center  
The UPS Store

## CLINIC/PHARMACY

CVS Pharmacy  
Walgreens Pharmacy  
Walmart Pharmacy  
Publix Pharmacy  
Rite Care Pharmacy  
Centra Care  
WellMed  
First Choice Urgent Care  
Ideal Dental  
Smile Dental

