

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
407-882-7221
Tim.Duguay@ucf.edu

Graduate Coordinator,
Gemanika Noizy
407-882-7223
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



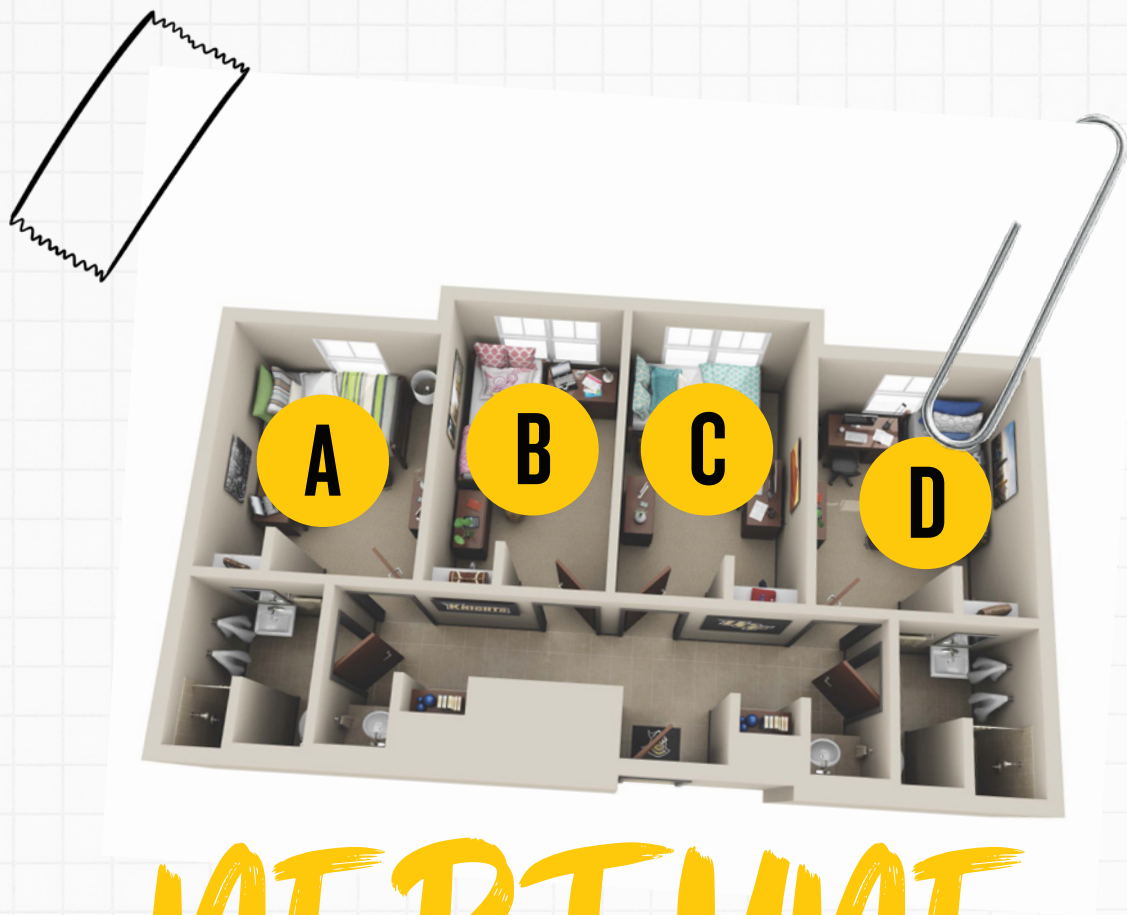
Mail Center



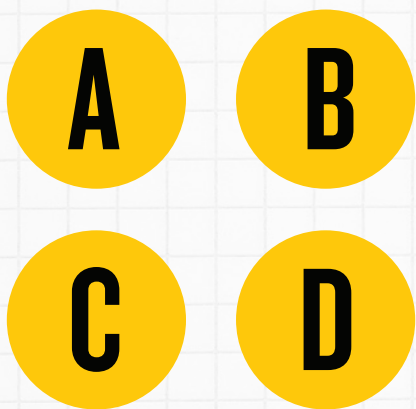
Move-in Event Zone



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!

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.)

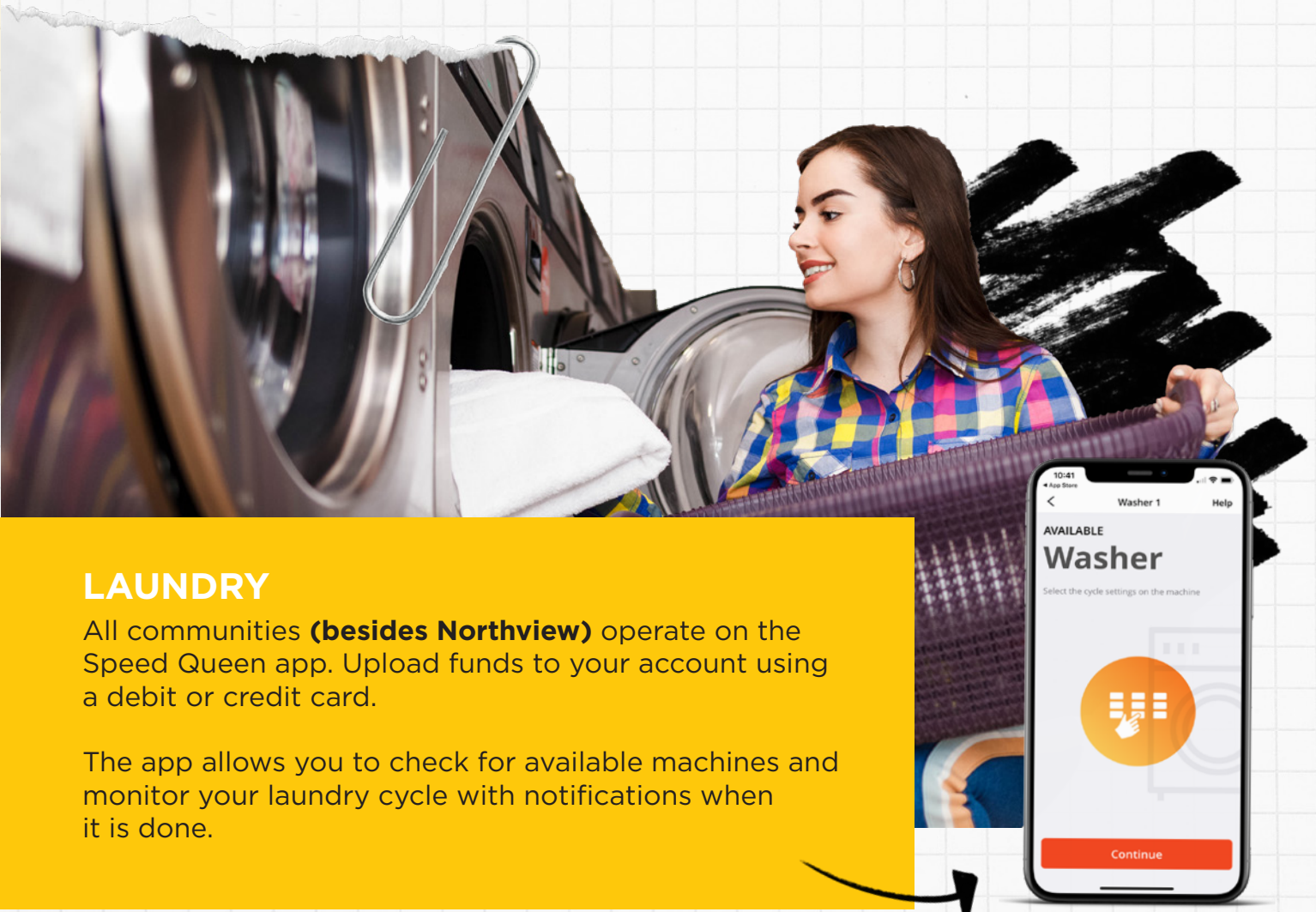
Food deliveries like Uber Eats or Door Dash are **NOT** accepted at our mail centers or community office front desks. Students **MUST** meet the delivery driver outside of the residence hall to receive their order, such as the nearest parking lot.

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.



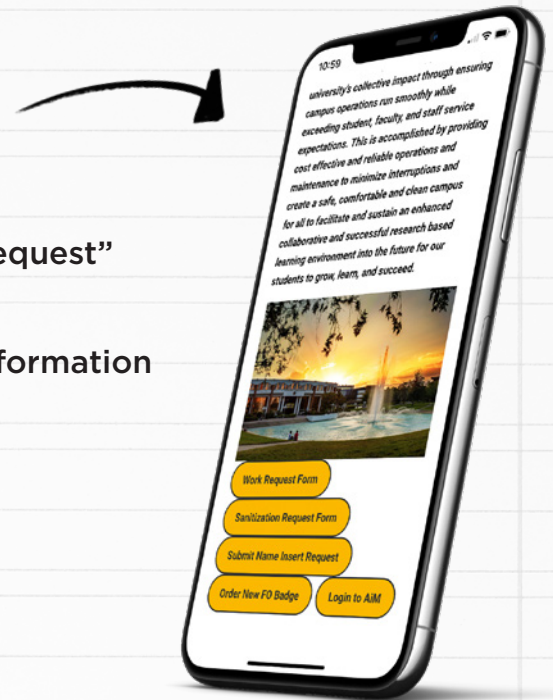
LAUNDRY

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

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.

407-823-5117

UCF PD

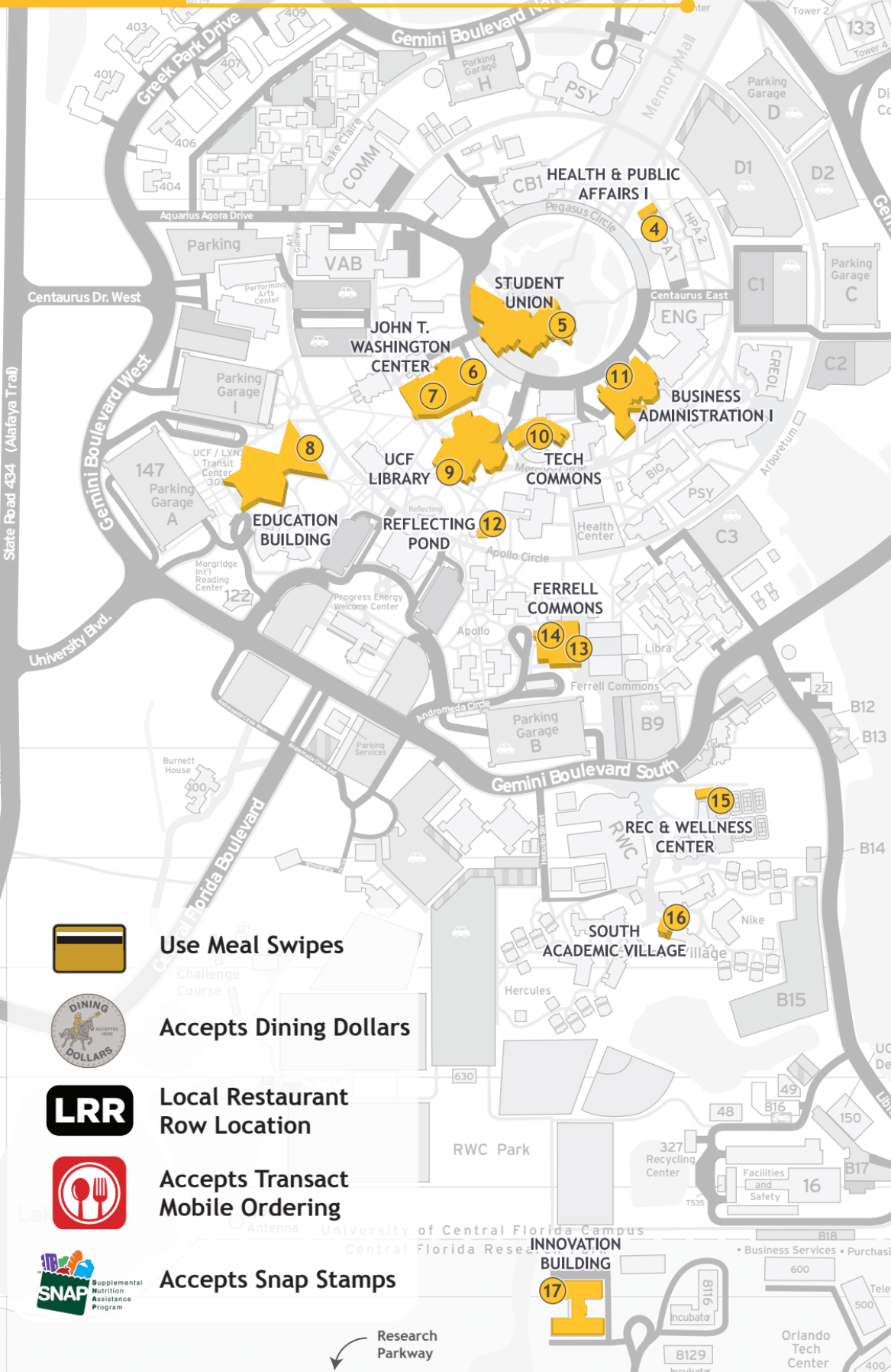
The UCF Police Department patrols and operates 24 hours a day, 7 days a week. Contact them anytime. In an emergency, dial 911.

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

- 8 EINSTEIN BROS BAGELS

UCF LIBRARY

- 9 BARNIE'S COFFEE

TECH COMMONS

- 10 CAFÉ BUSTELO

BUSINESS ADMINISTRATION I

- 11 EINSTEIN BROS BAGELS

REFLECTING POND

- 12 TOPPERS

FERRELL COMMONS

- 13 '63 SOUTH
- 14 UCF DINING SERVICES

REC & WELLNESS CENTER

- 15 CHICK-FIL-A

SOUTH ACADEMIC VILLAGE

- 16 P.O.D. MARKET

INNOVATION BUILDING

- 17 NEW LOCATION COMING

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

