

# WELCOME HOME, CARDINAL!

We want to make sure you kick off your year with as many tips and resources as possible, which is why we've created this new resident "survival" guide.

If you have any questions, feel free to reach out to your Hall Director, Resident Assistant, or area desk!

Sincerely,



## Stay Connected

@UofL\_Housing



@uoflhousing



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Uofl Housing and the Resident Experience



## WiFi:

University Housing provides free WiFi exclusive to our residence halls. All of our halls except University Pointe and Cardinal Towne feature **MyResNet WiFi**. University Pointe and Cardinal Towne feature **Pavlov Media**. Get connected and start streaming from your device at [louisville.edu/housing/options/info/internet](https://louisville.edu/housing/options/info/internet).



## Laundry

All halls (excluding Cardinal Towne, Denny Crum, and University Pointe, which feature in-unit washers/dryers) offer shared laundry facilities. Residents receive two free wash and two free dry cycles/week via the Speed Queen app\*. Get started at [louisville.edu/housing/options/info/laundry](https://louisville.edu/housing/options/info/laundry).

\*Use the ULINK version of your UofL email (e.g. mesurk01@louisville.edu) and select "Forgot Password" when creating an account so you can view your pre-loaded laundry stipend!



## Maintenance

Having issues in your room or common area? Just submit a "Fix-it" form on the Cards Nest Portal. <https://louisville.starrezhousing.com>



## Meal Plans

All full-time students are automatically billed for a meal plan each semester. **The Cardinal Card Office handles all meal plan upgrades.** Visit [louisville.edu/cardinalcard](https://louisville.edu/cardinalcard) to learn more.



## Pets

**Excluding fish, pets are not allowed in the residence halls.** Aquariums must be ten (10) gallons or less. Learn more at [louisville/housing/info/policies](https://louisville.edu/housing/info/policies)



## Area Desk Services\*

**Area-desk services are available in all of our halls.** If you need immediate assistance, please visit [louisville.edu/housing/options/communities/residence-hall-front-desk-information](https://louisville.edu/housing/options/communities/residence-hall-front-desk-information) to view which desks are open. For emergencies, contact ULPD at (502) 852-6111.

**\*Area desks cannot accept deliveries of any kind, including fast-food, gifts, or floral arrangements.**



## Mail Delivery and Packages

All mail may be picked up at Canon in the Student Activities Center. Learn more at [University Mail Service](https://louisville.edu/office-of-student-activities/center). Use the following address when sending/receiving mail:

**Hall Name**  
**Student Name**  
2100 S. Floyd Street, Suite W119  
Louisville, KY 40292



## Parking

Residents who wish to bring their car to campus will need to purchase a parking permit. Visit [louisville.edu/parking](https://louisville.edu/parking) to learn more.