Move-In FAQ’s 2019

- What does my Move-In arrival window mean?
  - The Move-In arrival time you have chosen is the time you should plan to arrive at the Covelli Center.

- Can I change my Move-In arrival window once I have signed up?
  - Changes can be made to the arrival windows until the day you arrive. You can schedule a time for Move-In or change your arrival time at housingportol.osu.edu/myhousing

- Where can I get live information updates during Move-In Day?
  - If you are moving in Saturday, August 17, text “Saturday” to 67283 for critical information updates (standard message rates apply). If you are moving in Thursday text “Thursday” to 67283. You can also follow @studentlifeosu on Twitter. For emergency information from The Ohio State University at any time, follow @OSUEMPF.
    You can get customized notifications on traffic, construction, weather and other incidents affecting your route to campus by downloading the OHGO app (Android or Apple) from the Ohio Department of Transportation.

- Can I bring a commercial moving truck to campus for Move-In?
  - No. Due to the limited amount of space to unload at each residence hall, commercial moving trucks (such as a U-Haul) cannot be accommodated on campus. You may bring multiple family vehicles if necessary.

- Can I take an Uber or Lyft to campus?
  - Yes. The driver should drop off passengers at the Covelli Center. After you check-in, a university shuttle will take you to your residence hall.
• What should I do if I have a technology or maintenance issue with my room?
  o They should go to s2f.osu.edu to enter service requests for maintenance and housekeeping. Students experiencing internet problems should go to http://go.osu.edu/resnetsupport

• What if I arrive and my bed needs to be bunked or lofted?
  o Report the issue by logging onto go.osu.edu/bedloft. Environmental Services staff will schedule a time to complete your request. For safety please do not try to bunk or loft the beds yourself.

• I live in a hall where a lofted bed is possible, but only if rented. How do I order a loft?
  o Bedloft.com is the only outside company that is sanctioned by Ohio State to provide rented lofts for students in university housing. Pre-ordered lofts (orders placed before July 31, 2019) will be installed in student rooms Thursday, August 8, through Sunday, August 11. After the July 31 pre-order deadline, students may still order lofts through the bedloft.com website or when the company is on campus Monday, August 19, and Tuesday, August 20, for additional installations. Halls where renting lofts is possible will receive information on the times and locations on the 19 and 20.

• What if I forget something for the room?
  o OCM will have a pop-up shop on campus with a variety of residence hall room necessities. The shop will be located in the Victory Room of Blackburn House on North Campus. It will be open Thursday, August 15, and Saturday, August 17, from 9 a.m. to 6 p.m. each day. Proceeds benefit the Residence Hall Advisory Council. You can see what is available from OCM online.

• What if I need to leave campus after I have moved in?
  o Traffic around campus is very heavy on Move-In day, so you should expect delays. Instructions are included on your Move-In parking map to show how to access the parking area once you return.
• **What dining facilities are open on Move-In day?**
  o The locations and operating hours for Student Life Dining Services can be found online at [dining.osu.edu](http://dining.osu.edu)

• **How do I get my football tickets?**
  o New for 2019, all student football tickets will be accessed via your mobile phone. Instructions for accessing your tickets will be sent via email before the first game. For more information please visit [https://ohiostatebuckeyes.com/football-student-ticket-information/](https://ohiostatebuckeyes.com/football-student-ticket-information/)

• **Can I drop off my allergy medications to the Student Health Center today?**
  o Student Life’s Wilce Student Health Center (1875 Milliken Rd.) is open 8 a.m.-5 p.m., and medications can be dropped off at the pharmacy anytime during those hours.

• **Do I need renter’s insurance?**
  o It is advisable to protect personal belongings in the instance of flood, fire, theft or other unexpected events that may occur in or around university housing. Ohio State does not provide insurance coverage to student occupants and in order to reduce the financial burden of replacing personal belongings after such unexpected events, residents are strongly encouraged to obtain appropriate coverage, including renter’s insurance.