

Hello!

We hope that you are settling into campus well! We wanted to send a quick follow-up to ensure you all have the information regarding how to access the numerous resources available to you while residing on the Emerson Campus.

Housing Staff and Support

In addition to your UMass Boston Peer Mentors on your floor, there are Emerson Resident Assistants (RAs) throughout the community as well as full-time staff, Residence Directors (RDs). Emerson RAs strive to build relationships & community, support social and academic student success, and ensure safety of the overall community and its residents.

- Emerson RAs are on Duty every night from 8:00 PM to 8:00 AM and they can be reached at **(617) 791-0868**.
- During the day, Monday through Friday Emerson RAs host office hours which are posted on each floor. If you cannot find an RA in their room throughout the building, you can contact Emerson College Police Department non-emergency line at **(617) 824-8555**.
- Little Building also has multiple full-time staff supporting the community including Residence Directors, who live in the building, oversee the general success of the community and supervise the RA Staff, but an Assistant Director as well. If you ever need additional assistance, you can contact a Residence Director during business hours by stopping by the Little Building Office.
- Please remember that UMB students are expected to abide by all polices – both UMB and Emerson-specific. Please note below that the Emerson guest policy and registration system is different from the system at UMB

Building Access

Your Emerson College ID Card must be carried with you at all times and it will grant you access to the Little Building residential hall, Walker (120 Boylston St. 25 Boylston Place), Emerson Dining Center, and the Max Cafe in Piano Row (150 Boylston St.).

Mail, Packages and Deliveries

Your mailing address for both packages and mail can be found below:

Emerson College
Student Name - Box Number
120 Boylston Street
Boston, MA 02116

You view their mailbox information on their Emerson housing portal under *Housing Information and Forms*. During the academic year, all packages and letter mail can be picked in the Little Building student mailroom. You will be informed via an email when either a package or letter arrives for you. Letter mail can be retrieved Monday through Friday from 9:00 a.m. to 5:00 p.m. at the Little Building mailroom service window and packages that are not oversized will be placed in package lockers.

If you are ordering an item that is not being processed through mail (e.g. USPS, FedEx, UPS, etc.) and is being delivered by hand such as a food delivery (GrubHub), instacart, flower delivery, etc. you will need to be available to meet them in person and be sure to use the physical street address not the mailing address.

Little Building
80 Boylston St. Boston, MA 02116

Meal Plans

All UMass Boston students have a meal plan to utilize while on Emerson's campus. Your meal plan begins on February 22. You can view your balances by logging into <http://goldweb.emerson.edu/> with your Emerson credentials. Once you log in, on the left-hand menu there's an account tab, click on that and you should be able to see your balance.

Additionally, you will also have a points-only meal plan (valued at \$1,350 + any existing points that were on your account) for use on the UMB campus. These points can be used

anywhere on the UMB campus for food (except vending machines). You can pay with points to eat at the Dining Commons.

Transportation

You will be issued a monthly, unlimited MBTA LinkPass, valid for subway and bus travel, for travel to campus and to connect with the [UMB Shuttle](#). These passes are assigned to you individually and can be replaced if lost. March passes will be available for pickup no later than Thursday, February 26, 2026 at the UMB Transportation Services office. Transportation Services will send you an email when the pass is ready to pick up.

Wifi at Emerson

Emerson College utilizes Eduroam as our Wifi Network. Eduroam is a Wi-Fi network that is both specific to Emerson and an international network that you can connect to from other participating colleges. To connect to the Wifi, select eduroam from your list of available wireless networks. Enter your full Emerson email address with @emerson.edu and your Emerson password. If prompted, accept and trust the certificate for our server clearpass.emerson.edu. Check out the included flier for more information on connecting devices.

Work Orders and Maintenance

Should you have a maintenance concern within your space requiring routine maintenance, you can place a work order by visiting <https://emerson.edu/departments/facilities-management>. For emergencies you can contact a staff member for support, and/or call Emerson Facilities at (617) 824-8880.

Laundry

Our laundry service is included in your stay in Little Building and is provided by Automatic Laundry. You will need to download the Speed Queen App to access your laundry credits, start your laundry machines, submit service requests, etc. To access your laundry credits and set up your app access, please follow the instructions on the attached PDF/see below. You MUST have the Speed Queen App to access your laundry credits, start your laundry machines, submit service requests, etc. To set up your access you will:

1. Download the Speed Queen App
2. Select Log In/Sign Up and use your **NEW Emerson Email Address**
 - a. They will send you a confirmation email with a verification code/pin to complete set up
3. Use the Location Pin/Code “**ECLION**” to complete set up
4. Once you have completed the setup of the app, if you don’t see credits please email business_services@emerson.edu and let them know your account has been set up and is ready for credits to be added.
5. You should then see a balance in your account to start doing laundry.
 - a. Follow the instruction on the signage in the laundry room or check out the instructions on Automatic Laundry’s Website
6. Common Troubleshooting: If you are having any issues activating your account try “forgot password” and see if that allows you to complete set up.

Maintenance issues for any machine/unit should be submitted directly through the app, but if you encounter any problems with access to your laundry credits, please contact the Business Services office at business_services@emerson.edu. They will assist with resolving the technical issue that may be preventing you from doing your laundry.

Guests and Visitors

Residential students are able to check in Emerson and non-Emerson guests into the residence hall. There is a guest registration process, which is managed through the housing portal.

- Each student is able to check in a maximum of two guests at a time.
- Guests are permitted to stay for a maximum of 3 consecutive nights, provided that students consult and come to an agreement with roommates/suitemates.
- Guests must be 17 years of age or older.
- Guests must be escorted by the resident that checked them in at all times when they are in the residence hall, and must adhere to all campus policies and procedures.

Please note that during the Emerson Spring Break and from May 2-15, we will enter a no guest policy during these break and transition periods for Emerson Students.

Community Kitchens

The community kitchens on floor 5 and 7 are the closest community kitchens located to your floor. The Little Building kitchens have both stove tops and a microwave. Students using the community kitchen are expected to bring their own pots/pans/cooking utensils, and clean up after themselves. The counter top areas should be kept clean and clear, so that facilities can sterilize and wipe down surfaces. Students should not plan to leave any cooking tools, food, or items out on the counters or in the sinks after they leave the kitchen area. Items left behind that impede the area from being cleaned and sanitized will be disposed of.

Friendly reminder to set up your Emerson email Account. Please search your personal and UMB email for the “Finalize Your Account” email and follow the instructions. If you are unable to locate this email, please reach out to helpdesk@emerson.edu

Please let us know if you have any questions as you settle into life on the Emerson Campus!

Sincerely,

Emerson Housing and Residential Education

UMass Boston Housing & Residential Life

Capstone On Campus Management (COCM)