

Top IT helpdesk questions

2010/11 edition

How do I get support for my IT problems?

Contact the IT Helpline internally on **16677**, externally on (0115) 95 **16677**.

You can email the helpline at: **Student-IT-Helpline@nottingham.ac.uk**

The service is available:

Monday to Friday*: 8am–6pm Saturday: 10am–4pm

You can also go to one of the Information Services (IS) computer rooms for assistance.

For location information visit: www.nottingham.ac.uk/is/it/computer-rooms.aspx

What information do I need when I contact the Student IT Helpline?

Please quote your student ID and University username. This is very important when emailing from non-University email accounts. Also if you have received an error message it will help us to investigate your problem quickly if you give the exact wording.

How do I access my University email account?

Your email account can be accessed either by clicking on the Launch Outlook button on the Intranet Portal's home tab or via Outlook Web Access, using:

email.nottingham.ac.uk

Can I forward my email from my University account to another email account (e.g. hotmail)?

No. The University does not allow this.

Is the wireless network accessible from halls?

Yes, but only in public areas (e.g. dining rooms, common rooms and some bars) where you see the wireless hotspot signs.

*excluding Bank Holidays and University closures days.



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Can I access my University email using another email system?

Yes. For further information visit: www.nottingham.ac.uk/is/computer/email

How do I change my University password?

The networked IS services including Microsoft Outlook and the Intranet Portal all use the same University password. If you know your current password you can sign up with the University Password Manager which will allow you to change it.

Password Manager can be accessed at: password.nottingham.ac.uk

What do I do if I've forgotten my password?

If you have already signed up with the Password Manager (see above) then you can visit: password.nottingham.ac.uk to set a new password.

If you have not signed up, telephone the IT Helpline on (0115) 95 **16677**.

You will be asked some security questions, so please have your student ID card handy when you contact us.

You can also email: student-it-helpline@nottingham.ac.uk or visit one of the IS computer rooms for help.

My module details on the Intranet Portal are incorrect.

How do I get them changed?

Check with your School/Departmental office that your module details are correct in the University's student record system. If these are confirmed as being correct, you should contact the IT Helpline on (0115) 95 **16677** or email: student-it-helpline@nottingham.ac.uk giving details of your modules, your student ID and your University username.

