

# My IT Support

## My Computer

Find out information regarding the University's open access machines, as well as information on how to use your personal devices on Campus.

## My University Account

Provides information on core account services including your email, Filestore, your account and password and your Campus Card.

## My Support

Here you will find the best support you need, from general access to the IT portal to building specific support.

## My User Guides

Here you will find useful easy to follow user guides relating to a number of our IT systems, including connecting to the Wi-Fi service or how to print.

## My Responsibility

The University provides a wide range of facilities to aid your study or work, you have a responsibility to ensure you use these facilities in a responsible manor, find out more details here.

## My Security

The University has a number of measures in place keeping you and your information safe on line, such as our anti-virus systems, find out more practice advice to stay safe.

## Top 10 Articles

Check out, what others have been looking at.

## My Services

(Staff Only)

Find out about services available for University Staff

## Software Downloads

Download software available with your student account



Provide your feedback to IT Support

### Award Winners

Daniel Wilson - Young Leaders Award for  
Digital Trailblazer



### Award Winners

IT Services - WPM Education A  
User Conference awards for In  
and effectiveness in online payi



Track service events, find  
answers and make new  
requests, here

My  Portal

If it's URGENT call  
us on ext 3333  
(0191 5153333)



Why not come and talk to us  
where you see our logo



Tweets by @uositsupport

**A-F**

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anti-virus  
apple  
borrow  
campus-card  
checklist  
do's  
don'ts  
eduroam  
email  
email-connection-settings  
filestore

**U-Z**

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uos-wifi  
username  
visio  
wifi

**G-L**

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google-mail  
incident  
internet  
it-security-awareness-program  
it-service-desk  
kb-how-to-article  
laptop  
latest-news  
library-card  
loan

**M-O**

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mac  
macintosh  
microsoft  
msds  
my-it-portal  
myphoto  
office  
outlook-email

**P-R**

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password  
password-reset  
phishing  
print-off-campus  
print-on-campus  
print-release  
print-stations  
printing-costs  
printonline  
project

**S-T**

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security  
security-incident  
security-policy  
security-portal  
skype-for-business  
skypeforbusiness  
spam  
ssid  
staff-email  
student-email  
timetable