HOW CAN WE HELP YOU?

A list of topics to help you identify who you need to contact for information or IT support.

ⓘ Hub Info Point
Academic enquiries

- ✅ Changes to study, such as programme changes, interruptions, or withdrawals
- ✅ Timetabling issues
- ✅ Mitigating circumstances
- ✅ Module selection/changes
- ✅ Advice on welfare/wellbeing
- ✅ Assessment support
- ✅ Attendance

VS

SID (Student Information Desk)
Non-Academic enquiries

WHAT'S UP

- ✅ AccessAbility
- ✅ Accommodation
- ✅ Bank and enrolment letters
- ✅ Fees and funding
- ✅ Graduation
- ✅ International student support
- ✅ References and verifications
- ✅ Transcripts and certificates
- ✅ Unicards

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HOW CAN WE HELP YOU?

A list of topics to help you identify who you need to contact for information or IT support.

IT Service Desk
IT enquiries

- ✅ IT Account issues such as password reset, access issues
- ✅ IT Equipment request
- ✅ Issues with University provided IT equipment
- ✅ Access Issues to University of Exeter applications such as your email and iExeter
- ✅ Eduroam (WIFI) connection issues

VS

Digital Hub
Digital skills and knowledge enquiries

- ✅ Digital collaboration
- ✅ Digital study tools
- ✅ OneDrive, Teams, Zoom, Microsoft 365
- ✅ Staying cyber savvy
- ✅ Digital training
- ✅ Personal device issues (software upgrade, viruses etc) supported by Tech Experts

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