



## How to Get ICT help

### 1. The IT Helpdesk provides IT help in the following ways:




### My Service

The My Service portal is a new Self Service area which allows you to:

- Raise and log an IT issue
- Make a request from IT
- View the status of open requests

The My Service portal can be accessed by:

- Clicking the My Service link  My Service on the Student Homepage
- Directly at <https://myservice.gcu.ac.uk>



### By Telephone (for **Urgent** requests)

The direct number from outside of the University is:

**0141 273 1234**



### By Email

The email address is: [ithelp@gcu.ac.uk](mailto:ithelp@gcu.ac.uk)

When you email the IT Helpdesk please email from your university email account or the one you supplied at registration.

Include your Name, UserID and as much information about the problem you are experiencing as possible. If an error message or dialogue box is being displayed if you could screen shot this and include it this is helpful.



## The Computer stuff webpages

The computer stuff webpages can be accessed from the Student Homepage and contain information which will help answer or resolve IT questions and queries. These pages can be accessed at:

<http://www.gcu.ac.uk/student/computerstuff>

### 2. ICT Skills Tutor

Within the Glasgow School for Business and Society Margaret Brown is the ICT Skills Tutor and can be contacted in the following ways:



**By Telephone** (for **Urgent** requests)

**0141 273 1266**



**By Email**

**m.m.brown@gcu.ac.uk**